BAWA/SOVA Sales Handbook Q2 2015

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Welcome to MetroPCS!

Welcome to MetroPCS!

We're happy to have you on board, and hope you love working for a brand so committed to passing savings directly to its customers. You'll find that our rate plans, handsets, and promotions make us the very best deal in wireless—something you can be proud of!

We've got resources for you online!

https://dealer.metropcs.com/bawa

Login: mpcs\bawaad Password: BaWa9876

90-Day upgrade calculator, MetroU password reset request,

training calendar, newsletters, announcements, pricing matrix,

important phone numbers, and MORE!

Welcome to MetroPCS!

You can get training right away!
There will be classroom training provided in central locations once a month on various subjects, but you can start learning right now. Head to https://t-mobile.csod.com/client/t-mobile/metropcs.aspx and register using your email and Dealer Door Code (ex: 77CC1006). TAKE ALL THE CLASSES FOR LEVEL 1: METRO UNIVERSITY SCHOLAR. Putting in this effort in your early days will get you up to speed quickly, and you'll be at the top of your wireless game in no time!
You can also find answers to all your ASAP questions in the **ASAP Clickable Guide** loaded on the terminal(s) in your store. This guide features step by step instructions on how to activate a phone, leave a memo, investigate device history, and more!

We want to help you!
There's a handy **glossary** of terms in the References section of this file. Review these terms often in your early days to familiarize yourself with jargon and acronyms used by the wireless industry and MetroPCS.
You'll also find information about our full, **current lineup of phones** in the Handsets section of this file. Review the page for each, and you'll be able to provide knowledgeable advice to customers about what phone is the best fit for them.

If you don't know, ASK!
No one is expected to have all the answers all the time, so it's ok if you need a little help. Reach out to your ASR (check the glossary if you don't know what that means yet!) and we'll get you set as quickly as possible, no matter the issue.

New Hire Training

New to MetroPCS? Please work to complete the LEVEL 1: METRO UNIVERSITY SCHOLAR (information under the Wireless T.E.A.M. section) courses as quickly as possible in an effort to set you up for success at MetroPCS. Please know that your progress will be monitored and reported.

First, head to https://t-mobile.csod.com/client/t-mobile/metropcs.aspx

To login for the first time:

1. Using the "New User Account Set-up" option, enter your dealer door code [ex 77CC1006].
2. Create a username and password for your account.
3. Use your real, full name for registration, complete with any punctuation.
4. This account is ONLY for YOU! Accounts may not be shared.
5. Take ALL Level 1: Metro University Scholar courses!

New Hire Training, Con't

DONE

Complete all classes for Level 1: Metro University Scholar

NOTE: You must complete a course in its entirety to gain credit for the training. Once the course is finished, you will have the option to print a certificate proving your completion.

BEST PRACTICES:

Use ONE email address

If you need your password to be reset, you can request it on MetroDEALER

Log on to MetroUniversity at least once per week to keep your account active

Partner Training Sites

Samsung Academy
https://training.samsungtelecom.com
*Use the retail activation code: **nationwider** (all lower case, all one word)
Get certified to be a Samsung Associate, Specialist, and Expert. Check the site often, as Samsung often offers great rewards and incentives to their certified reps!

Think LG
http://www.thinklg.com/signup
Register to take courses and quizzes on the various LG handsets and accessories available to MetroPCS customers, earn points for successfully completing those quizzes! Spend your points in the LG rewards store, currently featuring great prizes ranging from flash drives to gift cards to TVs and more!

ZTE Advocates
www.zteadvocates.com
Register to learn about ZTE as a company and its products in the MetroPCS lineup. Daily questions let you earn points every single day!

Kyocera Training Academy
www.Thenextbigwave.com
Register to learn through interactive game experiences about the durable, waterproof, shockproof, sonic sound receiver technology equipped handsets in our lineup courtesy of Kyocera!

Current Device Lineup

UPGRADE POLICY	LG 450	ZTE Aspect	Alcatel ONE TOUCH Evolve 2
Alcatel ONE TOUCH Fierce 2	Kyocera Hydro LIFE	LG Optimus L70	Samsung Galaxy Light
LG Optimus F60	Samsung Galaxy Avant	ZTE ZMax	Samsung Galaxy S 4
Samsung Galaxy S 5	Alcatel ONE TOUCH POP 7	Handset Comparison Guide	

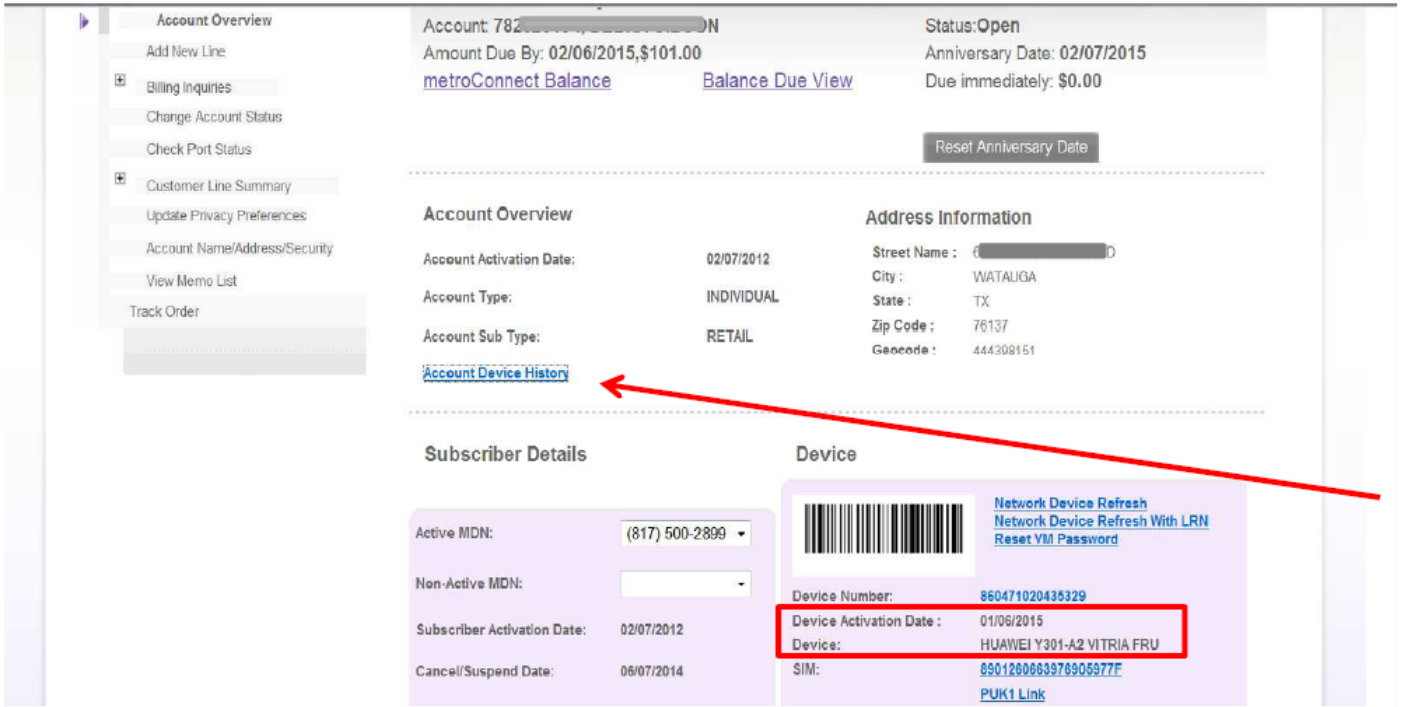
90-Day Upgrade Policy

90-Day Upgrade Policy Change

effective March 1st, 2015

- Customers can benefit from our great device promotions, including instant and mail-in rebates, if it has been 90+ days from their last new device purchase (this includes sale and full-retail new devices).
- Customers who wish to purchase a new device in-store or online within 90 days of their last new device purchase on a line of service must pay the full suggested retail price.
- **YOU** must review the customer's account for the current IMEI in the Account Overview sections of ASAP.

90-Day Upgrade Policy



1. If the **Device Activation Date** is more than 90-days "old," the customer is eligible for promotional pricing.

2. If the Device Activation Date is less than 90 Days, according to the **90-day Upgrade Policy,** you will have to charge full retail price for the device.

NOTE: In this example, the **Device Type** indicates FRU or BYOD, click on the **Account Device History** (see red arrow) to view previously activated device history.

NOTES:

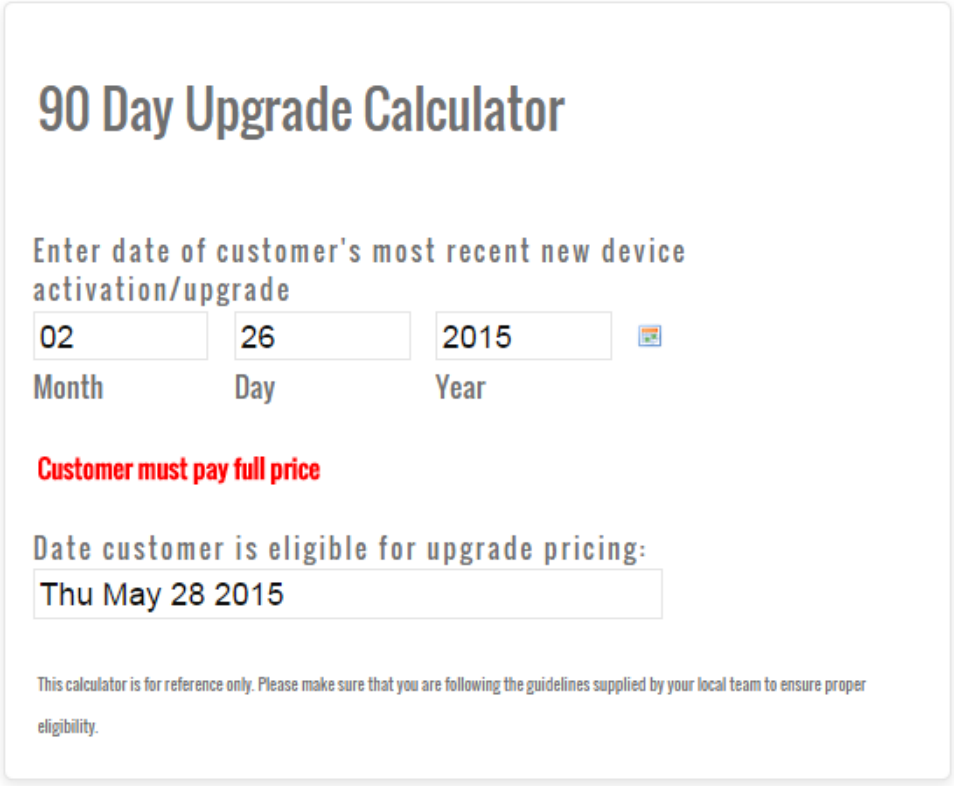
- Eligibility determined by line, not account
- SELL Premium Handset Protection! If a customer loses or breaks his/her phone in the first 90 days, he/she will have to **PAY FULL PRICE** for a replacement otherwise! You ensure much happier customers when you attach PHP at activation.

90-Day Upgrade Calculator

DONE

After you determine when the last new device was purchased, head to MetroDEALER!

Use the Upgrade Calculator to determine when the customer is next eligible for promo pricing.


90 Day Upgrade Calculator
Enter date of customer's most recent new device activation/upgrade
02
26
2015
Month
Day
Year
Customer must pay full price
Date customer is eligible for upgrade pricing:
Thu May 28 2015
This calculator is for reference only. Please make sure that you are following the guidelines supplied by your local team to ensure proper eligibility.

LG 450

Network Capability	3G
Camera	1.3MP
Bluetooth Version	V2.1
Dimensions	3.96" (L) x 2.01" (W) x .73" (H)
Weight	3.63oz
Display	2.2" internal, 0.98" external
Battery Capacity	950mAh
Usage Time	Up to 3h20min talk time
Internal User Memory	Up to 60MB
microSD Card	32GB

Key Selling Features:

- Stylish, easy to use flip phone
- Pocket-friendly size and design
- Talk, text, email, web browsing—all easy!
- Inner and outer display
- Dedicated messaging shortcut key takes you right to your connection hub. Attach pictures, videos, and audio
- Dedicated Text to Speech shortcut key: your phone will read it to you! Phone menus, emails, and text messages. Listen to messages before you send them.
- Senior Mode: enhances audio and adjusting frequencies to accommodate hearing loss, and is hearing aid compatible!
- Dedicated Camera shortcut key, and camera options like: zoom, color effects, image quality, white balance, customizable brightness, night mode, and continuous shot

LG 450, Con't

Target Customers:

- Frugal customer, first time phone buyer, young child, mature adult
- Casual phone user who wants a simple phone experience
- Doesn't want to spend much, and has little to no data needs

How You Sell It:

- Stress to customers: comfort and familiarity in the palm of your hand
  - Affordability
  - Durability
  - Convenience
  - Design
- This handset goes with ANY rate plan!
  - $25 Talk & Text for frugal consumers
  - $40 for those who want some access to MetroWeb and data
  - $50 or $60 for customers who want more access to MetroWeb and Email, and/or desire a $10 International bolt-on

ZTE Aspect

Network Capability	3G
Camera	2MP rear-facing camera with video
Music Player	Built-in mp3 player
Bluetooth Version	Stereo
Dimensions	4.55"x2.07"x0.68"
Weight	3.7oz
Display	2.4" Standard Glass Display
Battery Capacity	1000 mAh
Usage Time	Up to 4 hours talk time, 250 hours standby time
Total Internal Memory	70MB
microSD Card	Up to 32GB

Key Selling Features:

- Full QWERTY keyboard for unbelievably easy texting
- 3G capable for internet browsing
- Ultra-slim design for sleek look and light feel
- Proprietary software to give you an awesome ZTE experience

ZTE Aspect, Con't

Target Customers:

- Budget-conscious consumers
- Users who LOVE to text
- Mobile Bloomers: casual communicator, doesn't want to spend a lot, mainly talking with some texting, looking for a handset that is easy to use

How You Sell It:

- This phone INCLUDES a travel charger with USB data cable! The customer doesn't have to worry about charging on the go
- Stress the familiarity of a QWERTY keyboard layout. If you can type, you can text on the ZTE Aspect!
- This handset goes with ANY rate plan!
    - $25 Talk & Text for frugal consumers
    - $40 for those who want some access to MetroWeb and data
    - $50 and $60 for customers who want more access to MetroWeb and Email, and/or desire a $10 International bolt-on

Alcatel ONETOUCH Evolve 2

Network Capability	3G
Camera	5MP, VGA front-facing
Dimensions	4.79" (L) x 2.54" (W) x .47" (H)
Weight	3.88 oz.
Display	4" WVGA display
Operating System	Android 4.4 KitKat
Processor	1.3 GHz dual-core
Battery Capacity	1400 mAh
Usage Time	up to 9 hours of talk time
Internal User Memory	512MB
microSD Card	Supports up to 32 GB card

Key Selling Features:

- 5MP camera
- Long battery life
- Pocket-friendly design
- KitKat operating system!

Note: Not available in Apollo 3.0 markets

Alcatel ONETOUCH Evolve 2, Con't

Target Customers:

- First-time smartphone buyers
- Budget conscious buyers who don't want to spend an arm and a leg but want smartphone functionality
- Customers with limited streaming needs

How You Sell It:

- Position Alcatel handsets to your target customer based on a few key points:
  - Fastest growing global handset manufacturer
  - Affordability (price point)
- Emphasize the value of purchasing an affordable 3G Android smartphone off-contract
  - THAT'S HUGE and exactly what makes MetroPCS the value leader in wireless!!
- 3G handsets are best sold on the $60 GSM rate plan
  - Why? Because any rate plan below is metered and your customer will not receive the same data experience on a $40 or $50 rate plan. After you use your allotment:
    - Youtube videos will buffer or not play at all at 2G data speeds
    - Web-browsing will be significantly slower at 2G data speeds

Alcatel ONETOUCH Fierce 2

Network Capability	4G HSPA+
Camera	5MP auto-focus rear facing, VGA front-facing
Dimensions	5.55" (L) x 2.83" (W) x .39" (H)
Weight	5.25 oz.
Display	5.0" Dragontrail qHD display
Operating System	KitKat v4.4.2
Processor	1.2 GHz quad-core
Battery Capacity	2000 mAH
Usage Time	Up to 9 hours of talk time
Internal Memory	2GB
microSD Card	Supports up to 32GB

Key Selling Features:

- Android 4.4 KitKat Just say "Ok Google" to find information with this latest smooth and fast OS
- 1.2 GHz quad-core processor for a great video and gaming experience
- 5.0" qHD display making it easy to watch your favorite YouTube videos
- REMOVABLE BATTERY! Customers asked, Alcatel listened!

Note: Available in SOVA markets in Slate

Alcatel ONETOUCH Fierce 2, Con't

DONE

Target Customers:

- Budget conscious consumers who want 4G data speeds at an affordable price!
- Consumers who like to watch videos
- Book worms

How You Sell It:

- Pitch: Premium design and functionality at a mid-tier price. You get SO MUCH bang for your buck!
- Pitch: At this price, you can get the whole family into top-tier devices without breaking the bank. Check out our awesome Financing options to make it even more affordable today!
- Demo: Immersive mode for those book worms
- Demo: Beauty Immersion to help your customer edit and perfect those selfies!

Kyocera Hydro LIFE

Network Capability	4G
Platform	Android 4.3 Jellybean
Camera	5MP rear-facing, 2MP front-facing
Bluetooth Version	Stereo
Dimensions	5.19" (L) x 2.57" (W) x .43" (H)
Weight	4.8 oz.
Display	4.5" impact-resistant touchscreen
Battery Capacity	2000 mAH
Usage Time	Up to 13 hours talk time
Internal User Memory	Up to 3.9GB
microSD Card	Supports up to 32GB

Key Selling Features:

- Waterproof up to 1 meter of water for up to 30 minutes
- Military grade shock proof and drop proof
- Smart Sonic Receiver transmits sound vibrations that go directly into your eardrum, which means you can hear no matter how loud your surroundings are
- Dual-microphones for noise cancelling means you can be heard no matter how loud your surroundings are
- Glass is crisp and bright from any angle
- Eco Mode and MaxiMZR save battery power
- Up to 3.9GB internal memory, with 32GB SD compatibility, so it can handle all your photos, videos, and downloads
- 2MP front-facing camera is GREAT for selfies!

Kyocera Hydro LIFE, Con't

Target Customers:

- Anyone who needs a hardy phone: construction workers, landscapers, professional cleaners, lifeguards, parents, teens, social butterflies…you name it, they need a solid handset that will see them through life
- Frequent attendees of sporting events, festivals, concerts, and more. Anyone who needs phone functionality, even in noisy environments.

How You Sell It:

- Use the live demo in your store to demonstrate the waterproof and impact resistant capabilities of the Kyocera Hydro LIFE
    - Imagine taking pictures of your kids at the waterpark, and not having to worry!
- Stress the hard-knock-life capabilities of this phone: it will survive what you do to it
- Share anecdotes of all the ways customers break or moisture damage their phones, and how this handset will last through it all

LG Optimus L70

Network Capability	4G
Camera	5.0 MP Rear-Facing Autofocus Camera and Camcorder with LED Flash; VGA Front-Facing Camera and Camcorder
Music Player	Support for MP3, AAC, AAC+, eAAC+, AMR, FLAC, and WMA formats
Bluetooth Version	4.0
Dimensions	5.0" (H) x 2.63" (W) x 0.38" (D)
Weight	4.5 oz.
Display	4.5" WVGA (800 x 480 pixels) IPS, 16.7M Color TFT with Corning Gorilla Glass 3
Battery Capacity	2,040 mAh
Usage Time	up to 13 hours
Total Internal Memory	4 GB (1.3 GB Available User Memory)
microSD Card	Supports up to 32 GB card

Key Selling Features:

- 1.2 GHz Dual-Core Qualcomm Processor
- Hearing Aid Compatible
- Android 4.4.2—KitKat!
- KnockON: double tap the screen to sleep/wake without picking it up
- Knock Code: create a customized lock screen with 2-8 touch points
- Guest Mode: create a separate unlock screen for guests with pre-set access and restrictions
- Easy Home: looks like a feature phone! Show dialer and 3 features right on the home screen
- Clip Tray: copy & paste multiple items to a slide-up clipboard
- QSlide: overlay up to two windows, adjustable size and transparency for easy multitasking
- QuickMemo: take screen captures and add handwritten messages; easily created and shared!
- On-Call Notes: access QuickMemo app to take notes on a call
- Quick Button: set a shortcut to an application
- Quick Translator: with Voice Mode, real-time translations
- Camera: cheese shutter, shot mode, customizable brightness, face tracking, pause & resume recording

LG Optimus L70, Con't

Target Customers:

- First-time smartphone users: EasyHome makes transitioning from Feature phones a breeze
- Gadget geeks: customers are sure to flip for KnockON, Knock Code, Guest Mode, Quick Button, and more
- Budget-conscious consumers: at only $49 for everyone and $0 after mail-in rebate for ports, this device is a steal!

How You Sell It:

- Get this phone in customer's hands!
  - The lightweight handset has a very cool back plate. It almost looks like a breeze across a pond
- DEMO all the cool features!
  - Have customers try: KnockON, Knock Code, EasyHome, Guest Mode, QSlide, QuickMemo, QuickButton, Plug & Pop, Cheese Mode
- Stress the savings! This is a $250 phone for $49. You're getting WAY more than you pay for with the LG Optimus L70!

Samsung Galaxy Light

Network Capability	4G LTE
Camera	5MP rear-facing, VGA front-facing
Bluetooth Version	Stereo
Dimensions	4.79" (L) x2.49 " (W) x 1.41" (H)
Weight	4.33oz.
Display	4" with impact-resistant touchscreen
Battery Capacity	1800 mAH
Usage Time	Up to 8 hours talk time
Internal User Memory	Up to 5GB
microSD Card	Supports up to 64GB

Key Selling Features:

- Affordable nationwide 4G LTE smartphone
- Android 4.4 Kit Kat!
- No more wires: DLNA® and Wi-Fi Direct™ let you share content directly with other phones, TVs, printers, cameras, and other capable devices.
- All the comfort, familiarity, and affordability of the Exhibit—now in LTE!

Samsung Galaxy Light, Con't

Target Customers:

- Budget-minded experienced smartphone users
- First-time smartphone buyers looking to upgrade from a feature phone
- Customers interested in a recognized brand

How You Sell It:

- Highlight: Experience minimal buffering during video chats
- Samsung is a recognizable and trusted brand—they proven they're a hot ticket in wireless!
- A great choice if you want to be a HotSpot!
- Over 1 million apps in the Google Play Store to make your Samsung Galaxy Light your one-stop shop for work and entertainment

LG Optimus F60

Network Capability	4G LTE
Camera	5MP auto-focus rear facing, VGA front-facing
Dimensions	5.02" (L) x 2.67" (W) x .42" (H)
Weight	5.01 oz.
Display	4.5" WVGA IPS In-Cell Hybrid LCD Corning Gorilla Glass 3
Operating System	KitKat v4.4.2
Processor	1.2 GHz quad-core
Battery Capacity	2020 mAH
Usage Time	Up to 6 hours of talk time
Internal Memory	8GB with 3.92 available to end user
microSD Card	Supports up to 32GB

Key Selling Features:

- Android 4.4 KitKat Just say "Ok Google" to find information with this latest fast and efficient OS
- 1.2 GHz quad-core processor for a full HD video recording and gaming experience
- 4.5" WVGA display using the always durable Corning Gorilla Glass
- LTE capable riding on the nation's fastest 4G LTE network
- Gesture shutter
- Knock Code/Knock On

LG Optimus F60, Con't

Target Customers:

- Budget conscious consumers who want the fastest 4G LTE data speeds at an affordable price! ONLY $49
- Photography lovers who want countless camera modes, filters, shutter options, and auto-focus features
- Multi-taskers who want to use more than 1 app at a time
- Selfie enthusiasts who can time their selfies with a simple hand gesture

How You Sell It:

- Pitch: Premium design and functionality at a low-tier price. You get SO MUCH bang for your buck!
- Pitch: Highly customizable and innovative mid-tier smartphone at a low-tier price
- Demo: Knock Code by tapping a 3-8 point pattern anywhere on the screen
- Demo: How to change from rear facing camera to front-facing camera by just swiping across the screen
- Demo: The fastest 4G LTE data access using Ookla speed test app in Google play
- Demo: Q slides for the multi-taskers who want 2 apps open at once
- Demo: Smart Keyboard but adjusting its height and layout

Samsung Galaxy Avant

Network Capability	4G LTE
Camera	5MP front-facing, VGA front-facing
Dimensions	5.23" (L) x 2.6" (W) x .39" (H)
Weight	4.83 oz.
Display	6.3" Super-Clear LCD
Operating System	KitKat v4.4.2
Processor	1.2 GHz quad-core
Battery Capacity	2100 mAH
Usage Time	Up to 18 hour talk time
Internal Memory	16GB
microSD Card	Supports up to 64GB

Key Selling Features:

- Powerful 4G LTE connectivity for fast streaming
- Premium leather-like design and a brilliant 4.5" display
- 5MP rear-facing camera with Panorama and fast Auto Focus
- Exclusive apps from Samsung, like Milk Music and S Voice
- Keep it simple with Easy Mode

Samsung Galaxy Avant, Con't

Target Customers:

- Want a premium design for a value price
- Tech savvy customers
- Social media junkies
- Customers who need data access as quickly as possible

How You Sell It:

- Pitch: Premium design and functionality at a mid-tier price. You get SO MUCH bang for your buck!
- Pitch: At this price, you can get the whole family into top-tier devices without breaking the bank. Check out our awesome Financing options to make it even more affordable today!
- Demo: S Voice personal assistant, S Beam content sharing, S Travel for basic information or recommendations while on the go
- Demo: Sound & Shot—capture the surrounding sound at the time of shooting so you can record vivid memory

ZTE ZMax

Network Capability	4G LTE
Camera	8MP rear-facing and 1.6MP front-facing
Dimensions	6.4" (L) x 3.30" (W) x .35" (H)
Weight	5.5 oz.
Display	5.7" HD Gorilla Glass
Operating System	Android 4.4 KitKat
Processor	1.2 GHz Qualcomm Snapdragon quad core
Battery Capacity	3400 mAh
Usage Time	Up to 14 hour talk time
Internal User Memory	11GB
microSD Card	Supports up to 32GB

Key Selling Features:

- 4G LTE connectivity
- 5.7" screen is the perfect size for all of a customer's games, media, and entertainment
- PHABLET: phone and tablet in a single device—never have to juggle multiples again
- Perfect for video streaming and social media
- Built-in Dolby digital sound!
- High-capacity battery will keep you going

ZTE Zmax, Con't

Target Customers:

- Want a large screen at an affordable price
- Tech savvy customers
- Social media junkies
- Customers who need data access as quickly as possible

How You Sell It:

- Demonstrate the blazing-fast speed of our New Nationwide 4G LTE network by streaming the YouTube video for Lookout's Mobile Security App https://www.youtube.com/watch?v=Gow8Yn4BFDU
- Side-by side speed test to customer's 4G or competitor's device using the Ookla speedtest.net app, downloadable from the Google Play Store
- Explain: This is a handset that declutters your life by being everything you need—a phone and a tablet all in one! Don't have money for two devices? ZTE has you covered
- With 10GB of end-user storage space, you can take your pictures and movies with you for easy access anywhere you go
- At such an affordable price, you can get huge returns on your spending dollars!

NOTE: To remove SD card and SIM card, only use the included Eject Pin Tool. DO NOT USE A PAPER CLIP as this can damage the device!

Samsung Galaxy S 4

Network Capability	4G LTE
Camera	13MP rear-facing, 2MP front-facing
Music Player	Built-in MP3 player
Bluetooth Version	Stereo
Dimensions	5.4" x 2.74" x 0.31"
Weight	4.59 oz
Display	5" display with Gorilla Glass
Battery Capacity	2600 mAh
Usage Time	Up to 9 hours of talk time
Total Internal Memory	Up to 9.1GB
microSD Card	Up to 64GB

Key Selling Features:

- Air view—hover your finger over photos, files, links, and texts for an instant preview
- Driving Mode—incoming calls and new notifications are read out automatically
- Multi Window—run multiple apps on the same screen at the same time
- New camera features include Live Filters, Cinema Mode, Drama Shot, and Eraser Mode
- Air Gestures: skip to the next song, check your notifications, or automatically answer a call on speakerphone just by waving your hand

Samsung Galaxy S 4, Con't

Target Customers:

- With more features than anything before it, the Samsung Galaxy S III is perfect for the customer wanting more from their life companion handset
- Increased hands-free capabilities makes interacting with your phone more convenient than ever
- Interact with other Samsung users in new ways through S-Beam and Allshare Play. Everything is more interactive with Samsung

How You Sell It:

- Demonstrate Smart Gestures: tilt your head to automatically scroll through content at a natural pace
- Demonstrate Smart Scroll: let your eyes tell the GS4 when to move things up and down on the screen
- Have customers try air view and multiwindow
- Encourage families to buy Samsungs together, as they interact in fantastic ways through S-Beam and Allshare Play

Samsung Galaxy S 5

Network Capability	4G LTE
Camera	16 MP select focus camera with Ultra HD video recording
Music Player	Supports MP3, M4A, 3GA, AAC, OGG, OGA, WAV, WMA, AMR, AWB, FLAC, MID, MIDI, XMF, MXMF, IMY, RTTTL, RTX, OTA
Bluetooth Version	4.0
Dimensions	5.59" (L) x 2.85" (W) x .32" (H)
Weight	5.11 oz.
Display	5.1" full HD super AMOLED Gorilla glass display
Battery Capacity	2800 mAH
Usage Time	Up to 29 hour talk time
Total Internal Memory	10.4GB
microSD Card	Supports up to 128GB card

Key Selling Features:

- 4G LTE connectivity
- 16MP camera
- Multi-Window
- Watch-On
- Air View
- Driving Mode
- S Health
- Dust and water resistant

Samsung Galaxy S 5, Con't

DONE

Target Customers:

- Tech savvy customers
- Social media junkies
- Customers who need data access as quickly as possible
- Multi-Taskers

How You Sell It:

- Demonstrate the blazing-fast speed of our New Nationwide 4G LTE network by streaming a YouTube video or downloading a web page from MetroWeb
- Demonstrate how to monitor health activity by using S Health
  - Launch the S Health app and place your finger over sensor on back battery door
- Demonstrate how to view text messages or emails without physically touching the screen using Air View!
  - Hover your index finger over a message or email approximately 1 inch from the screen
- Demonstrate how to be the safest driver on the road by using Driving Mode
  - Calls or text messages will be read aloud to the user
- Demonstrate how to see 2 apps on the screen at the same time using Multi-Window!
  - Click and drag each app to the desired size your customer wants
- Using Watch-On, demonstrate how to use your Samsung Galaxy Mega to control your cable box, DVD player, or T.V., for those times when you can't locate your remote!
- Demonstrate how to search for weather, news, create a text message, or play music by using S Voice!
  - Press the home button twice to launch your personal Samsung assistant, S Voice

Alcatel ONETOUCH POP 7

Network Capability	4G HSPA+
Camera	2MP rear facing, VGA front-facing
Dimensions	7.6" (L) x 4.4" (W) x .35" (H)
Weight	10.22 oz.
Display	7" standard glass display
Operating System	Jelly Bean 4.2
Processor	1.3 GHz dual-core processor
Battery Capacity	3240 mAH
Usage Time	Up to 8 hours of browsing time
Internal Memory	5.6GB
microSD Card	Supports up to 32GB

Key Selling Features:

- MetroPCS's FIRST-EVER TABLET! Unlimited data plans for all your needs, all month long!
- 7" screen display
- 8.9MM thin making it near pocket-friendly
- 3240 mAH battery

Alcatel ONETOUCH POP 7, C

DONE

Target Customers:

- Budget conscious consumers who want 4G data speeds at an affordable price!
- Social Connectors
- Parents
- Students
- Book worms

How You Sell It:

- Pitch: Ultra-thin design. It's only 8.9MM thick
- Pitch: Priced incredibly for a tablet. These devices typically cost a lot more!
- Pitch: At this price, you can get the whole family into a tablet without breaking the bank. Check out our awesome Financing options to make it even more affordable today!
- Demo: Immersive mode for those book worms
- Demo: How to maximize memory with memory management

Available Bolt-ons:

- Mobile Hotspot
- Premium Handset Protection
- Lookout Mobile Security
- Data Top-Up
- International Text Messaging

Plans include unlimited data and unlimited text

Rate Plan	High-Speed Data
$15	1GB
$25	3GB
$35	5GB

$5 Off if added to an existing line.

"Add a tablet to your plan for as low as $10 per month."

Comparison Guide

ZTE

LG

VS.

ZTE Concord II

Remember: Accessories help your customer pair what to wear!

LG Optimus L70

If your customer wants to.....	Then you should recommend.....
Take Pictures	Either. Both have a 5MP camera
Experience a smoother and faster feel	LG Optimus L70. It uses Android 4.4 KitKat OS
Faster data speeds	Either. Both are 4G capable with speeds up to 42MBPS
Listen to Music	Either. Both are MP3 players and support up to 32GB SD cards but the LG Optimus L70 also supports stereo bluetooth
Have longer battery life	LG Optimus L70. 2040 maH battery vs. 1820 maH on Concord II

Comparison Guide, Con't

KYOCERA

ALCATEL onetouch

VS.

Kyocera Hydro Life

Remember: Accessories drive $$$$$ for you and your store!

Alcatel Fierce 2

If your customer wants to.....	Then you should recommend.....
Have longer battery life	Either. Both have a 2000 maH battery.
Take pictures	Either. Both have a 5MP camera with LED flash.
Have more memory for games, apps, etc…	Kyocera Hydro Life offers u pto 5GB of intenral memory. Fierce 2 offers up to 2GB. Both support up to 32GB SD cards.
Have a more durable phone	Kyocera Hydro Life. It is water, drop, and shock proof. Water up to 3.28' for up to 30 minutes. Dragontail glass is up to 40% stronger than Gorilla glass.
Experience faster data speeds	Either. Both offer 4G HSPA+ connectivity. Speeds vary by market but up to 42 MBPS.

Comparison Guide, Con't

LG Optimus F6

VS.

Remember: Keep track of which items sell most!

Samsung Galaxy Light

If your customer wants to.....	Then you should recommend.....
Have longer battery life	LG Optimus F6. 2040 maH battery vs. 1800 maH on Light.
Take pictures	Either. Both have a 5MP camera with LED flash. Samsung Galaxy Light does also include autofocus feature.
Have more memory for games, apps, etc…	Samsung Galaxy Light. It offers up to 8GB. LG Optimus F6 offers up to 1.2GB
Use their phone as a Mobile HotSpot	Either. Both are hotspot capable.
Experience faster data speeds	Either. Both offer 4G LTE connectivity. Speeds vary by market but up to 110 MBPS.

Comparison Guide, Con't

LG Optimus F60

Remember: Wear accessories on the sales floor.

Samsung Galaxy Light

If your customer wants to.....	Then you should recommend.....
Experience faster data speeds	Either. Both offer 4G LTE connectivity. Speeds vary by market but up to 110 MBPS.
Have more memory for games, apps, etc…	Samsung Galaxy Avant offers up to 16GB of internal memory vs. up to 3.92GB on Optimus F60. Avant supports up to 64GB SD card vs. 32GB SD card on F60.
Wants to take easier selfies	LG Optimus F60. Demo gesture shutter by placing hand into green box, make a fist, wait 3 seconds and that's it! Bonus: Demo front facing soft light to brighten up selfies in low-light conditions
Have a larger display	Either. Both use a 4.5" display.
Customize their keyboard	LG Optimus F60. Demo smart keyboard & seamless type

Comparison Guide, Con't

DONE

SAMSUNG

ZTE

Samsung Galaxy S5

Remember: Buy MPCS branded accessories for your store!

ZTE ZMax

If your customer wants to.....	Then you should recommend.....
Experience faster data speeds	Either. Both offer 4G LTE connectivity. Speeds vary by market but up to 110 MBPS.
Have longer battery life	ZTE ZMax. Has a 3400 maH battery vs. S5 2800 maH
Have more memory for games apps, etc…	Samsung Galaxy S5 offers up to 10GB of internal memory. ZMax comes in at 11GB but S5 supports up to 128GB SD card. ZMax supports up to only 32GB
Use a high-tier handset at an affordable price…	ZTE Zmax. Only $199 vs. GS5 price point of $649
Protect their phone from their children	Samsung Galaxy S5. Demo Kids mode.

Rate Plans and Features

- Phone Plans
- Phone Plan Comparison
- Tablet Plans
- Selling Rate Plans
- Features Focus
- Free Features
- Optional Feature
- International Offers
- World Calling Country List
- International Texting
- Mail-In Rebates

Phone Plans

Unlimited data, talk & text.

Nationwide 4G LTE network. No annual contract.
Taxes & regulatory fees included.

DOUBLE THE HIGH-SPEED DATA!

FIRST ~~1GB~~ 2GB OF DATA
at up to 4G LTE speeds*
(First 500MB for CDMA devices)

$40
a month

ADD MORE LINES AND SAVE!
Only $35 per month
with a family plan.

FIRST ~~3GB~~ 4GB OF DATA
at up to 4G LTE speeds*
(First 2.5GB for CDMA devices)

$50
a month

ADD MORE LINES AND SAVE!
Only $45 per month
with a family plan.

UNLIMITED DATA
at up to 4G LTE speeds*

$60
a month

ADD MORE LINES AND SAVE!
Only $55 per month
with a family plan.

- High-Speed Data determined by your phone:
3G phones have 3G HSD. 4G phones have 4G HSD. 4G LTE phones have 4G LTE HSD
- EVERY smart phone should be on the $60!
- EVERY customer needs the $60 for the first month, so their entire allotment isn't used on day 1 by phone updates and Play Store downloads

Phone Plans Comparison

DONE

How much blazing-fast 4G LTE data do I get in a month?

	Good	Better	Best
	DOUBLE THE HIGH-SPEED DATA!		
	FIRST ~~1GB~~ 2GB OF DATA at up to 4G LTE speeds* (First 500MB for CDMA devices)	FIRST ~~3GB~~ 4GB OF DATA at up to 4G LTE speeds* (First 2.5GB for CDMA devices)	UNLIMITED DATA at up to 4G LTE speeds*
	$40 a month	$50 a month	$60 a month
	ADD MORE LINES AND SAVE! Only $35 per month with a family plan.	ADD MORE LINES AND SAVE! Only $45 per month with a family plan.	ADD MORE LINES AND SAVE! Only $55 per month with a family plan.
Music Streaming	40 mins/day	80 mins/day	*UNLIMITED*
Video Streaming	4 mins/day	8 mins/day	*UNLIMITED*
Photo Uploads	12/day	24/day	*UNLIMITED*
Apps and Games	4 every 3 days	8 every 3 days	*UNLIMITED*

Tablet Plans

Unlimited data & text.

Nationwide 4G LTE network. No annual contract.
Taxes & regulatory fees included.

DOUBLE THE HIGH-SPEED DATA!

FIRST ~~1GB~~ 2GB OF DATA
at up to 4G speeds*

$15
a month

ADD MORE LINES AND SAVE!
Only $10 when added to your existing MetroPCS plan.

FIRST ~~3GB~~ 4GB OF DATA
at up to 4G speeds*

$25
a month

ADD MORE LINES AND SAVE!
Only $20 when added to your existing MetroPCS plan.

FIRST ~~5GB~~ 6GB DATA
at up to 4G speeds*

$35
a month

ADD MORE LINES AND SAVE!
Only $30 when added to your existing MetroPCS plan.

- Tablets MUST be activated on a line of service
- Tablets remain locked to our network through 90 days of service
- Account must have multiple PHONES for PHONES to receive $5 discount for phone lines
- There is no Bring Your Own Tablet program
- Eligible Features: Mobile Hotspot, Data Top-Up, Premium Handset Protection ($50 deductible), Lookout Mobile Security, International SMS
- Metro Promise applies, 7-day window (no call timer)

Selling Rate Plans

Rate Plan	Description	Target Customer
$60	UNLIMITED Talk UNLIMITED Text UNLIMITED High-Speed Data	• Enthusiastic, tech-savvy phone users • Uses phone as life companion: music, video, social media, email, messaging, etc. • Often prefers using phone to computer for media, social networking, and shopping • Desires high-end handset features • Has available money or financing for top-tier selections • May wish to have $10 international bolt-on
$50	UNLIMITED Talk UNLIMITED Text UNLIMITED Data (first 4GB at high-speed)	• Experienced phone users • Frequently uses phone for music, video, social media, email, messaging, etc. • Uses smartphone personally and professionally in order to save time • May wish to have $10 international bolt-on • May wish to have Mobile Hotspot bolt-on
$40	UNLIMITED Talk UNLIMITED Text UNLIMITED Data (first 2GB at high-speed)	• Routine phone users/first-time smartphone users • Uses phone for occasional entertainment: music, video, social media, email, messaging, etc. • Cost conscious in purchasing handset/rate plan • May wish to have Mobile Hotspot bolt-on
$25	UNLIMITED Talk UNLIMITED Text	• Basic phone users not currently in the market for a smartphone • Does not like to take selfies (no front-facing cameras) • First-time phone buyer and/or elderly customer • Frugal customer purchasing handset/rate plan • Can add optional MMS bolt-on for $5 if interested in picture messaging

Features Focus

$1 Features

Feature	Description	Need to Know	Customer Benefits
Metro Block-It	Block calls and texts from unwanted, restricted, anonymous, private, or unknown parties	• Only available on Android devices	• Able to report unwanted callers to FTC
Call Detail	Online access to review all of your local outbound calls for up to 3 months	• Must register on Metropcs.com • Outgoing calls only • Can only see history from time feature is added	• Perfect for customers who use their phone for work purposes • Keep track of your calls for accountability reasons

$2 Feature

Feature	Description	Need to Know	Customer Benefits
Block-It Lookup	Block calls and texts from unwanted, restricted, anonymous, private, or unknown parties AND do unlimited reverse phone lookups of any incoming phone number, retrieving the name of the caller	• Only available on Android devices	• Able to report unwanted callers to FTC • Lookup unfamiliar numbers to see who is calling you

Features Focus, Con't

$3 Features

Feature	Description	Need to Know	Customer Benefits
airG	See who's viewed your airG profile; get bonus virtual currency, gifts, photo effects, and more!	• Visit www.airg.com for more information	• Be the coolest cat you know with your AirG profile!
Lookout Mobile Security Premium	Remotely locate, lock, and wipe your device and SD card. Remotely sound an alarm, overriding silent and vibrate mode. Theft alerts that send you a picture of the thief and the GPS location of your phone. AND unlimited cloud storage backup of your contacts, call history, and PHOTOS!	• MUST download Lookout app to access features through lookout.com	• Protect and backup your personal information, for just $.10/day!

Features Focus, Con't

$5 Features

Feature	Description	Need to Know	Customer Benefits
1GB Data Top-up	Add extra data at blazing-fast speeds to your $40 or $50 plan	• Stacking feature—can be added as many times as desired in a single month • *If added, talk to customer about moving up to the next rate plan!*	• In case you need a little extra push to see you through your bill cycle
4G Mobile Hotspot	Share your data connection with multiple devices. When there's no Wi-Fi connection nearby, use Mobile Hotspot to browse the internet on your computer and more!	• Uses high-speed allotment on $40 and $50 plans • Has designated 2.5GB on $60 rate plan	• Take connectivity with you wherever you go • Wi-Fi your laptop, tablet, e-reader, and more!
Ringback Tones (2)	Entertain your friends, family and anyone who calls with Ringback Tones—high quality tones that replace the ringing a caller hears. Get 2 Ringback Tones per month	• Expire after 90 days on phone, at which point they must be downloaded again • Must have $40, $50, or $60 plan	• Stand out from the crowd and let your callers know you think about them and their entertainment
Ringtones (5)	Personalize your cell phone and let everyone know your favorite jam. Get 5 ringtones from MetroMUSIC per month	• Must have $40, $50, or $60 plan	• Make the most out of your MetroPCS experience by making your ringtone all you!
Music Downloads (5)	Keep your cell phone packed with the hottest music. Get 5 music tracks from MetroMUSIC per month	• Must have $40, $50, or $60 plan	• Never miss a beat of the latest and greatest music
Picture Messaging	Can be added to the $25 Talk & Text promo to also allow picture messaging on the device	• Not to be added to the $40, $50, or $60	• Never miss an MMS again—send and receive unlimited pictures each month!

$5 Features, Con't

Feature	Description	Need to Know	Customer Benefits
Value Bundle	**Call Forwarding:** Forward calls from your cell phone to any local number **Screen-It:** Manage your calls better by seeing the caller's name and phone number before you answer, even if it's not stored in your cell phone's contact list **Unlimited Directory Assistance:** Unlimited calls to directory assistance for business and residential listings in the US, Canada, and Puerto Rico **Voicemail to Text:** Converts your voicemails to texts and delivers them straight to your phone or email **TextTalk Global:** Sending a text message is similar to sending a domestic message: simply enter the international number into the "Send To" field of your phone. You can send and receive unlimited international text messages to family and friends in select countries. Check metroPCS.com for availability	• **Call forwarding**: *72 to activate call forwarding, *73 retracts calls back to MetroPCS phone number, *74 is for conditional call forwarding • **Unlimited Director Assistance:** Direct dial of 411 • **TextTalk Global:** Cannot be unbundled,	• The Value Bundle is PACKED with great features • Choose when you use your MetroPCS phone for receiving calls • Always know who's calling you before you answer (does not include blocked numbers) • Call 411 as often as you like • Whether you have frequent meetings or are in a customer-facing position, sometimes you just don't have time to check Voicemail. Now, read the transcript in a flash! • Text with friends and family internationally with no restrictions for the month!

Features Focus, Con't

$6 Feature

Feature	Description	Need to Know	Customer Benefits
Premium Handset Protection	Comprehensive mobile protection against loss, theft, damage (including water damage), and out-of-warranty malfunctions with a fast and convenient replacement policy. *****Can only be added to an account within the first 24 hours of activating service or upgrading a phone*****	• Must download and install Lookout app	• Handset replacement for far less than MSRP • All the benefits of Lookout Mobile Security Premium • Protect your phone, inside and out, for just $.20/day!

$10 Feature

Feature	Description	Need to Know	Customer Benefits
Rhapsody	An easy way to connect with the ultimate music service. Sign up and listen instantly to any song in a catalog of over 30 million.	• A single account may be shared among three devices • Only one device may listen per account at a time	• Hear any song or album you want instantly! No ads, no limits on skips • Download playlists to your device for offline listening!

Free Features

Feature	Description	Need to Know	Customer Benefits
Unlimited Talk, Texting, Picture Messaging, and Data	Truly limitless; customers can talk, text, send and receive picture messages, and use unlimited data to their heart's content	• MetroPCS considers 4G LTE, 4G, and 3G to be high speed • Data on the $40 and $50 will slow to 2G speeds after allotment is used • A phone will only see data speeds as high as it is capable (a 3G phone will never get 4G speeds)	• Never worry about overages or limits again!
Nationwide coverage	Riding on T-Mobile's network, we're everywhere our customers want to be!	• For full details of our coverage map, check www.metropcs.com	• Travel wherever you like in the lower 48 states! • Never have to worry about Roaming and extra costs
Wi-Fi Calling	No network? No problem! Enable Wi-Fi calling and you can call, text, and surf limitlessly on any available Wi-Network	• E911 address must be enabled (Rep calls DSG, or customer uses MyAccount, or MyMetro App) • Only works on compatible GSM and BYOP devices)	• Perfect for customers with poor reception in their residence or work • Works overseas to call home!

Free Features, Con't

Feature	Description	Need to Know	Customer Benefits
Visual Voicemail	See a list of voicemails you've received and the duration of each one. Listen in any order you like.	• Voicemails will not age off of device	• Pick and choose when and in what order you listen to voicemail
Voicemail Package	This package includes: Voicemail, Caller ID, Call Waiting, 3-Way Calling	• Voicemail language preference of English or Spanish	• Power-packed features for all your calling needs!
Metro411	Provides business and residential directory listings	• APP on MetroPCS handsets • NOT calling 411 • Also provides driving directions	• Get information on the go when you need it • Never have to worry about talking to anyone; it's all in the app!
Short Codes & Alerts	Send short codes and receive alerts for free	• 5-digit number that can send and receive messages	• Never worry about a fee!

Optional Feature

Feature	Description	Need to Know	Customer Benefits
Caller ID Block	Block your information from displaying on outgoing calls	• Feature is free but customer must request that it be added to his/her account	• Keep your information private!

International Offers

$5 Value Bundle (Can be added to $40, $50, or $60 rate plans)

- Includes TextTalkGlobal: With TextTalk Global®, sending a text message is similar to sending a domestic message: simply enter the international number into the "Send To" field of your phone. You can send and receive unlimited international text messages to family and friends in select countries.
- With TextTalk from MetroPCS, you can send mobile to mobile text messages to virtually anyone you want, anytime you want from your MetroPCS phone. Check Metropcs.com for the current list of available countries.
- You can only send or receive text messages while in a MetroPCS coverage area or in a compatible roaming area. Supporting countries and carriers may change. Some phones have a maximum message length of 160 characters. Due to unforeseen variables such as restrictions on the recipients account/service provider, acts or omissions of connecting or recipients carriers, the functionality of the recipients handset, your location, the location of the recipient or delays in the SMS platform, there is no guarantee of delivery. You will not be notified of non-delivery. When sending an International text message, the recipient's handset must be able to display characters from the Roman (Latin) alphabet in order to successfully receive the message.

International Texting

To find out about calling a specific carrier, it all depends on the carrier.

Head to www.metropcs.com, select Shop Services, $5 Value Bundle, then select Country from the dropdown for the list of carriers!

Select a country from the Global text list below to find the wireless carriers that support TextTalk from MetroPCS.

Guatemala

WireLess Carrier	How to Dial
Claro Guatemala (PCS Digital/Sercom)	dial 011 + 502 + mobile number
Millicom Guatemala (Comunicaciones Celulares)	dial 011 + 502 + mobile number
Telefonica Moviles Guatemala	dial 011 + 502 + mobile number

International Offers

$5 Mexico Calling (CAN BE ADDED TO ANY RATE PLAN!)

- For $5 per month Unlimited Mexico offers unlimited calling and texting to Mexico!
- Unlimited calling to over 200 destinations (landlines only), including Mexico City, Monterrey, Guadalajara, Guanajuato, Puebla, Morelia, Queretaro, Merida, San Luis Potosi, and Acapulco!
- Unlimited mobile texting to select destinations.
- Dial your calling destination directly from your phone! No more 800 numbers, hidden fees or PINs.

International Offers, Con't

$10 Mexico Calling (A $50 monthly or higher rate plan is required)

- Unlimited calling to all landlines and 1000 minutes to mobile numbers in Mexico, plus unlimited text messaging to select destinations in Mexico.
- Mexico Calling feature not available with certain rate plans and is limited to country code 52. Customer will receive 1,000 mobile to mobile minutes for calling from their MetroPCS phone to Mexico (country code 52).
- ALSO includes 200 minutes of roaming talk time FROM Mexico and up to 200 text messages per month sent FROM Mexico.

International Offers, Con't

DONE

$10 World Calling (A $50 monthly or higher rate plan is required)

- Offers you UNLIMITED International Calling to over 1,000 destinations worldwide.
- Unlimited landline calling to 75 countries while in the U.S.
- Unlimited mobile to mobile texting to most countries worldwide while in the U.S.
- NEW! 200 minutes to mobiles in 37 countries while in the U.S.
- NEW! 200 minutes while roaming in 22 countries
- NEW! 200 texts while roaming in 22 countries

PLEASE NOTE: Availability of specific countries is subject to change without notice. Check metroPCS.com for current availability.

ILD Update

$10 World Calling Enhancement

- Unlimited landline calling to 75 countries while in the U.S.
- Unlimited mobile to mobile texting to most countries worldwide while in the U.S.
- NEW! 200 minutes to mobiles in 37 countries while in the U.S.
- NEW! 200 minutes while roaming in 22 countries
- NEW! 200 texts while roaming in 22 countries

Africa

Country	Landline	Mobile to Mobile	Roaming
Morocco	YES		
Reunion	YES		
South Africa	YES		

ILD Update, Con't

North and South America

Country	Landline	Mobile to Mobile	Roaming
Argentina	YES		YES
Bermuda	YES	YES	YES
Brazil	YES		YES
Canada	YES	YES	YES
Chile	YES		
Columbia	YES	YES	YES
Costa Rica	YES	YES	YES
Dominican Republic	YES	YES	YES
Martinique	YES		YES
French Guiana	YES		YES
Guadeloupe	YES	YES	
Mexico	YES	YES	YES
Panama	YES		YES
Paraguay	YES		
Peru	YES		YES
Puerto Rico*	YES	YES	YES
Uruguay	YES		YES
US Virgin Islands	YES	YES	
Venezuela	YES	YES	YES

*Puerto Rico is considered Domestic Roaming

ILD Update, Con't

Australia and Asia

Country	Landline	Mobile to Mobile	Roaming
American Samoa	YES	YES	
Australia	YES		
Brunei	YES		
China	YES	YES	
Guam	YES	YES	
Hong Kong	YES	YES	
India	YES	YES	
Indonesia	YES	YES	
Israel	YES		
Japan	YES		YES
Kazakhstan	YES		
Macao	YES		
Malaysia	YES	YES	
New Zealand	YES		
Northern Marianna	YES		
Russia	YES		
Singapore	YES	YES	
South Korea	YES	YES	
Taiwan	YES		
Thailand	YES	YES	YES

ILD Update, Con't

Europe

Country	Landline	Mobile to Mobile	Roaming
Andorra	YES		
Austria	YES	YES	
Belgium	YES	YES	
Bulgaria	YES		
Croatia	YES		
Cyprus	YES	YES	
Czech Republic	YES	YES	
Denmark	YES	YES	
Estonia	YES		
Finland	YES		
France	YES	YES	
Germany	YES	YES	
Gibraltar	YES		
Greece	YES	YES	
Hungary	YES	YES	
Iceland	YES		
Ireland	YES	YES	

ILD Update, Con't

Europe

Country	Landline	Mobile to Mobile	Roaming
Italy	YES	YES	
Latvia	YES		
Lithuania	YES	YES	
Luxemburg	YES		
Malta	YES		
Monaco	YES		
Netherlands	YES	YES	
Norway	YES	YES	
Poland	YES	YES	
Portugal	YES	YES	
Romania	YES		
San Marino	YES	YES	
Slovakia	YES		
Slovenia	YES		
Spain	YES		YES
Sweden	YES	YES	
Switzerland	YES		YES
Turkey	YES		
United Kingdom	YES	YES	
Vatican City	YES	YES	

Mail-In Rebates

It's really important to help customers correctly process their mail-in rebates. **Moving forward, if the dealer is at fault for an incorrect rebate submission, the dealer will be held responsible and is going to need to apply a payment to the customer's account for the amount equal to the MIR amount to correct the error.** What are the most common issues with MIRs?

- Customer does not meet rate plan requirements (if requires $50 and $60, CANNOT be on the $40!)
- Customer is porting from T-Mobile or subsidiaries (anyone who uses T-Mobile's network)
- Customer submits wrong MIR form (destroy ALL expired MIR forms!)
- Customer does not mail MIR in the required timeframe
- Customer tries to combine MIR offer

Mail-In Rebates, Con't

How do you ensure every customer gets their rebate every time?

- FILL OUT mail-in rebate request form for your customer completely & legibly including the customers phone number and IMEI (listed as MEID on rebate form)
- MAKE a copy of the bar code section of the customer's device box or take a picture of the bar code and email the picture to the customer for them to print. DO NOT cut the bar code off the box.
- MAKE a copy of the sales receipt
- INFORM your customer of what they need to do to mail the rebate request AND when they need to mail it by
- REMIND customers they can check the status of their rebate request at http://www.metropcsrebates.com or call 1-800-999-6389

If your customer insists upon completing the form himself/herself, be sure they follow all of the steps outlined above!

Mail-In Rebates, Con't

REQUIREMENTS:

- Port-in mail-in rebates exclude phone numbers that are active on the T-Mobile network prior to activating with MetroPCS.
- Full service payment for second month of service must have been received no later than 35 days after activation of phone.
- Mail-in rebate form must be completed in full and mailed by the "Postmark Date" listed on the mail-in rebate form under "Promotion Reminders" and received by the "Receive By" date, also on the MIR form in the same location as the "Postmark Date."
- Rebate requests received more than 14 days after the printed "Postmark Date" are not eligible for rebate.
- Mail-in rebate must be sent to address on mail-in rebate request form. This address CAN VARY; it IS NOT always the same address. Sending the rebate request to the wrong address will result in rebate request not being processed.

Mail-In Rebates, Con't

REQUIREMENTS:

- Mail-in rebate requests must include a legible, printed copy of sales receipt; no handwritten, illegible or calculator receipts accepted.
- Mail-in rebate requests must include a legible, printed copy of the bar code section of the box; DO NOT send the actual end of box! (AS PICTURED BELOW)
- Incomplete or illegible rebate forms will not be honored.
- Rebate requests require **12 weeks** for delivery of rebate.
- Rebates are fulfilled by mail and come in form of prepaid MasterCard which works everywhere MasterCard is accepted, not just at MetroPCS stores.
- Devices returned via MetroPromise are not eligible for mail-in rebate.
- Accounts that go into suspend or cancelled status during rebate request period will not be eligible for rebate.

References

MetroPCS Glossary	Porting Guidelines	WLNP Requirements	APN Settings	CPNI
Password Reset Procedure	Metro Promise Quick Guide	Minimizing Customer Escalations	Auto Pay Setup	Warranty or Insurance?
Speed Tests	Selling Family Plans	Suggestive Selling	Explaining Proration	Why MetroPCS
	Robbery Safety Tips	Reducing NGA and Churn	Security Issues	

MetroPCS Glossary

Term	Definition
4G	(Fourth Generation) The latest technology in the telecom mobile industry
AM	(Account Manager) Works directly with several dealers to open and maintain store locations, ensure adequate staffing and inventory, and more
Apollo 15	The first mass expansion of MetroPCS, launched in July of 2013
Apollo 2.0	The second mass expansion of MetroPCS, launched in November 2013
Apollo 3.0	The third mass expansion of MetroPCS, launched in September 2014
ASAP	(Amdocs Store ordering and Activation Platform) Billing and activation system used by MetroPCS
ASAP Dealer Code	Code assigned to each dealer location. Must be provided to the DSG when calling for assistance
ASAP Login	The actual User ID used to log into the ASAP billing system. Each location will have at least one ASAP login (and potentially more—generally one login per store register or user)
ASR	(Account Service Representative) Assigned to your store and others to ensure correct merchandising, solve problems, and help with sales training and operations
Auto Pay	Automatic payment set up by a customer to cover recurring monthly costs
CDMA	(Code Division Multiple Access) Old MetroPCS network. These networks are being shut down beginning in 2014, with all customers migrating to GSM
Collateral	The marketing materials displayed and distributed to advertise MetroPCS
CPNI	(Customer Proprietary Network Information) Name, address, calling records, etc on a customer's account. NEVER to be shared with anyone!

MetroPCS Glossary

Term	Definition
DERP	(Dealer Employee Rate Plan) Authorized dealer employees are eligible for a $60 rate plan at half price—just $30 per month! Discount only applies while employed by MetroPCS
Direct	MetroPCS's corporate stores; currently only in Legacy markets
DSG	(Dealer Support Group) The specialized group within MetroPCS's Customer Care team that deals directly with dealer locations. Dealers must provide their ASAP Dealer Code when calling.
DSWC	(Dealer Service Warranty Center) Locations throughout the region that process XBM (eXchange By Mail) warranty replacement and returns. Warranty issues can ONLY be processed at a DSWC location. REMEMBER: ALL MetroPCS locations can and should troubleshoot handset issues before referring customers to a DSWC
EOL	(End of Life) A handset is considered EOL when it is no longer being sustained in our lineup
ESN	(Electronic Serial Number) Created by the US Federal Communications Commission to uniquely indentify mobile devices (mostly CDMA)
FRU	(Field Replacement Unit) A handset sent from Broadtech, guaranteed to work like new and keeps the warranty of the original handset. Use the word "replacement" instead of "refurbished" when talking about these phones
GSM	(Global Systems for Mobile) The mobile technology used by MetroPCS and T-Mobile
IMEI	(International Mobile Equipment Identity) A unique number given to every single mobile phone, typically found behind the battery (mostly GSM)
Indirect	MetroPCS Authorized Dealers who sell MetroPCS! (That's you and your employer)

MetroPCS Glossary

Term	Definition
Legacy Market	Original MetroPCS markets (launched 2002-2012), operated on CDMA network before converting to GSM
LTE	(Long Term Evolution) The next step in radio technologies, offering for the telecom market several advancements including greater security, more bandwidth, lower cost, and faster data speeds
MDN	(Mobile Device Number) The phone number assigned to a customer/handset
MEID	(Mobile Equipment Identifier) Created to replace ESNs (mostly GSM)
Metro Promise	Return policy for all new customers: phone can be returned in like-new condition to the point of purchase within 7 days and with fewer than 60 minutes of talk time for a full refund of the price of the phone and rate plan
MetroDEALER	Access information found on the welcome page. Your online resource for announcements and more
New Activation	All elements (phone and SIM) of the phone have never been used in ASAP
OSP	(Original Service Provider) For a port, refers to the carrier from which the customer is bringing their number
Premium Handset Protection	Recommended handset protection, provided by Asurion, Inc. Requires a monthly payment of $6 and a deductible determined by the phone model. Lookout Mobile Security App also provides ability to locate, lock, wipe, and sound an alarm on the covered device. Claims are made directly with Asurion, not MetroPCS
Qpay	The exclusive dealer payment vendor for MetroPCS. All payments submitted by a dealer are done through the Qpay web interface

MetroPCS Glossary

Term	Definition
Qualifying Customers	Questioning that allows you to learn about your customer and his/her needs in order to determine how your product can meet those needs
Reactivation	At least one element of the phone has been used in ASAP previously
SIM	(Subscriber Identity Module) This is the card that makes the handset function
SOC	(Service Order Code) ASAP code designating features
SOS Form	(Start of Service) Used by dealer and customer to identify rate plans/features and other elements of MetroPCS service. Note that this is not a contract; it's a tool to assist in the activation
WNP	(Wireless Number Portability) Allows customer to bring their existing phone number to MetroPCS. AKA a "port" or "ported number"

Porting Guidelines

WLNP (Wireless Local Number Portability) allows customers to take (port) their ACTIVE phone number from one phone service carrier to another

Porting Process:

Launch ASAP -> Check in WLNP tab if the number can be ported -> If number can be ported in, create new account or add the line to an existing account -> Create Memo

- Ported number can only come from markets where **MetroPCS** has coverage (not TMobile)
- It doesn't matter where the customer lives, it's about where the number is from
- DO NOT PROCEED until you have checked the WLNP tab in ASAP! If the Coverage is "NO" then the number is NON-PORTABLE

Porting Guidelines, Con't

- If an account requires multiple ports, please process them individually. Please wait until the port status is at least "approved" before beginning the next port. Failure to comply may lead to pending orders that require an ESP ticket to resolve
- Include in the memo: MDN, old service provider account number, PIN with old service provider

Porting Guidelines, Con't

General Notes:

- Enter the old account number, then 111111111 for the SSN, and finally the old account PIN. DO NOT RECORD THE CUSTOMER'S SSN!
- Only port one number at a time on an account. If you try to port multiple numbers simultaneously, it can cause major issues and time delays
- Do not let the customer leave until the port status is approved – usually takes less than 5 minutes for entire port to complete
- Porting from landlines may take 7-14 days to process

Porting Guidelines, Con't

General Notes:

- Until a port is complete, the customer will be able to make calls from their MetroPCS device but all incoming calls are routed to the original service provider.
- Ported MDNs still qualify for MetroPromise returns/exchanges (excludes BYOP).
- Reps can check the port status in the account through ASAP and modify/edit the account number/pin/name/address on the OSP account and resubmit WITHOUT calling DSG or the porting department.

Porting Guidelines, Con't

Special Note:

For any promo which does not include T-Mobile customers:

Port-ins from T-Mobile, Brightspot, Cellular Abroad, CLOvEN, GIV Mobile, GoSmart Mobile, LycaMobile, NTT DoCoMo USA, Proven Wireless, PTel, Ready SIM, Roam Mobility, Simple Mobile, Solavei, Spot Mobile, TelCel America, Ultra Mobile, Upp Wireless, Walmart Family Mobile or any other T-Mobile MVNO are not eligible

WLNP Requirements

Most postpaid carriers list the account number on the monthly bill. On the other hand, prepaid carriers don't send out bills, so the account number is not so easily discovered. So what is the customer's account number (and password)? See the list below for the answer!

1- **Airvoice wireless** - Account # is the SIM Card number and password is last 4 digits of the phone number. **888-944-2355**

2- **Alltel** - Account # is the 9-digit phone number and password is the 4 digit PIN. **877-573-4199**

3- **AT&T CONTRACT** - Account # will be on the bill (it is Not the phone number), password will be your online password. For bundled bills, the account number will be a 12-digit number under your wireless account summary. Also, (only for bundled bills) you will need to call AT&T customer service for the passcode- it will be a 4 digit Pin number that they provide to you. **888-898-7685**

4- **AT&T Go Phone** - Call the AT&T number transfer request line at **1-888-898-7685** to get your account number- it is Not listed on the online account. The passcode is always 12345

5- **Boost**- Please call Boost to get your account number (is Not listed on your online account). It is a 9-digit number that Boost will give to you over the phone. Please call **1-888-266-7848** to get your account number press 88. to reach a live person, wait for the opening message to go to English. Then, press option 5, then option 2, then option4, and listen to all of the 7 or so menu options. At the end you will be prompted to chat with a Boost Representative. Press 0, and then press 2. Wait for a message, and be sure to press 1 so that you can wait for the next representative. Passcode: your passcode is your 4-digit PIN with Boost, the same PIN that you login with

WLNP Requirements, Con't

6- **Cricket** - Account number can be found online or by calling the Cricket porting department at **1-866-351-7678** (then option # 2) the passcode will be your Authorization ID (or "AID")

7- **Google Voice** - Account number is 10- digit phone number - passcode is the last 4 digit of the phone number, unless you changed it to something else. Customer full name and address must match. It will take 4-7 business days to complete

8- **H2O Wireless** - Account number is the phone number and passcode is a 4-digit number (or full SIM card number). **800-390-2234**

9- **MetroPCS**- Account number is a 9-digit number (not phone number) and passcode is call-in passcode, (usually 8-digit birthday). **800-518-7519 MetroPCS Porting Group**

10- **Net10** - Account number is the serial number (or "IMEI" number on some phones) you can find this numbers in the "Prepaid Menu" on your phone or remove the battery and look for it on the back of the phone. For the passcode, just put 0000 as NET10 does not require a passcode. **NOTICE:** Net10 is VERY uncooperative- the porting process could take 48 to 72 hours. **305-715-6500**

11- **PlatinumTel** - Account number is the ESN number just put in 00000 the password, you will need to call Platinumtel to have the number released-their system is not automated. **866-225-5631**

12-**Revol wireless**- Account number is a 7 digit number- password is 4 digit numbers. They are automated when it comes to releasing phone numbers. **800-738-6547**

13- **Simple mobile**- Account number is last 15 digits of the SIM card and the passcode is either 0000 or 1111 (it doesn't matter which). **877-878-7908**

WLNP Requirements, Con't

14-**Sprint**- Account number is not phone number… it is 9 digit number.- passcode is you "call in" passcode when you call customer service. **866-625-6694**

15-**Straight Talk**- Account number is not the phone number- it is the IMEI of the phone (this can be found on the back of the phone itself- under the battery, so remove the battery! Passcode is the last 4 digits of phone number). **877-430-2355**

16-**T-Mobile Prepaid**- Phone number is account number and the passcode is a 4 digit PIN number (the same PIN used when calling customer service). If you don't know your PIN number, call the porting department at **1-877-789-3106** to get it

17- **T-mobile**- 9 digit account number (NOT phone number) and can be a word for the password. **877-207-8009**

18- **Tracfone**- Account number is not the phone number- It is the IMEI of the phone (this can be found on the back of the phone itself- under the battery, so remove the battery! Passcode is the last 4 digits of phone number. **305-715-6500**

19- **Verizon-** Account number ends in 00001- passcode are "call-in" passcode when you call customer service. It is usually the last 4 digits of your social security number (unless you specifically changed it to something else). **800-711-9300**

20- **Verizon Prepaid**- Account number is phone number and the passwords are your 4 digits security PIN

21- **Virgin Mobile**- Account number is 9 digits—and passcode is usually the customer birthday in 6-digit format (2-digit month/2 digit day/2 digit year… example 011065 for January 10th 1965) UNLESS you changed it to something else. **855-326-7983**

22- **Page plus**- Account number is the current phone number. Pin number is the last 4 digits of the phone number. **800-550-2436**

23- **Family Mobile**- Account number # 225 # send PIN last 4 of SSN. **877-760-8760**

APN Settings

The APN setting is the gateway from the phone to the internet.

Reminder: When troubleshooting data on GSM devices, make sure to check the APN settings:

BYOP handsets

T-Mobile APN – fast.t-mobile.com

MMSC – http://mms.msg.eng.t-mobile.com/mms/wapenc

MetroPCS branded GSM phones

MetroPCS APN– fast.metropcs.com

MMSC – http://metropcs.mmsmvno.com/mms/wapenc

****TIP:** If you are in MetroPCS coverage, try the MetroPCS APN settings on BYOP handsets if the T-Mobile settings did not work. **

APN Settings, Con't

iPhone APN Settings

Tap Data > Settings > Cellular > Cellular Data Network

IMPORTANT: If this setting does not appear on the device, the device is not unlocked. Refer customer to where they unlocked their phone.

Configure as follows: **APN: fast.t-mobile.com**

Username: <blank> Password: <blank>

Enter the following info under the MMS section.

APN: fast.t-mobile.com

Username: <blank> Password: <blank>

MMSC: **http://mms.msg.eng.t-mobile.com/mms/wapenc**

MMS Proxy: <blank>

MMS Max Message Size: **1048576**

MMS US Prof URL: **http://www.apple.com/mms/uaprof.rdf**

Enter the following info under Internet Tethering

APN: pcweb.t-mobile.com

Username: <blank> Password: <leave blank>

Press Home to save the APN and exit to the main screen. Turn device off and back on. Test the connection by opening the Safari web browser. Always test MMS, calling and data before the customer leaves.

APN Settings, Con't

Android/Windows APN Settings

IMPORTANT: If this setting does not appear on the device, the device is not unlocked. Refer customer to where they unlocked their phone.

Configure as follows: **APN: fast.t-mobile.com**

Username: <blank> Password: <blank>

Enter the following info under the MMS section.

APN: fast.t-mobile.com

Username: <blank> Password: <blank>

MMSC: **http://mms.msg.eng.t-mobile.com/mms/wapenc**

MMS Proxy: <blank>

MMS Max Message Size: **1048576**

Enter the following info under Internet Tethering

APN: pcweb.t-mobile.com

Username: <blank> Password: <leave blank>

Turn device off and back on. Test the connection by opening the web browser, and send a test MMS to another device.

CPNI

CPNI is Customer Proprietary Network Information. You **may not** provide ANY information regarding an account without authenticating it. This information includes name, address, call history, rate plan/features, and payment information.

If a member of law enforcement requests information about an account you STILL cannot discuss Customer Proprietary Network Information. However, there is a great team down in Texas who handles these types of requests. Please have the officer contact the Law Enforcement Compliance Department:

metroPCS

Law Enforcement
Compliance Department

2250 Lakeside Blvd.
Richardson, Texas 75082

Phone: 1-800-571-1265

Faxed Requests:
972-860-2635

Email Requests:
Subpoenas@metropcs.com

Email Inquires:
leaquestions@metropcs.com

Password Reset Procedure

When a customer needs his password reset, what do you do? First, you're going to have to check the customer's PHOTO ID. **DO NOT COPY OR SEND CUSTOMER'S ID**.

The following **MUST** be confirmed and all 4 points addressed before you contact your ASR:

If the photo matches, the store employee will contact their ASR and provide the following information:

1. Verbal verification that photo ID has been checked
2. Name on account
3. Phone number
4. IMEI (NEW for BAWA/SOVA)
5. The answer to **one of the three** qualifying questions:
    - When was the last payment made and for how much? *(date customer physically made payment, not due date)*
    - What are the rate plan(s) on the account?
    - How many lines are on the account?
    - Address on account

Metro Promise Quick Guide

Step 1: Check Date and Location of Purchase:

- The customer must provide a receipt.
- The purchase must be within 7 days of original purchase date.
- The refund can only be processed at the original place of purchase
  - Both phone and service must be purchased from same location

Step 2: Check Call Timers:

- If the customer has used more than 60 minutes talk time, it is **NOT** eligible for Metro Promise. Even if it only has 12 minutes of talk time but is 8 days old

Step 3: Check Phone for Damage:

- **NO** water damage
  - LDL must be white; red or pink is water damage
- **NO** Cracked screens
- **NO** dents or cracks
- **INTACT** charging port.
- **NO SD/SIM** slot damage

Step 4: Check Original Packaging:

- Make sure the customer has the original box with the battery, battery door, travel charger, user's manual, and UPC label intact.

Step 5: Refund

- If the customer clears all 4 steps, then a full refund is permitted. Next you must:
  - Access the customer's account, verify the line is active, the returned handset matches handset in ASAP, and that no other balance is due immediately
  - If it's a SAME-DAY return, you must cancel the transaction via QPAY and call DSG for the disconnection
  - If it's a return within days 2-7, you only have to call DSG for the disconnection
  - Contact your master agent to return the phone for a refund

Minimizing Customer Escalations

- **Providing Excellent Customer Service**

Bottom line: your customers are the reason you exist. Meet them at the door, or as soon as possible every time, establishing a personal connection. Explore their needs and questions, to understand where they're coming from. Try to get customers to use the demo phones in your store—transfer ownership! Recommend the appropriate handset, rate plan, features, and accessories based on the customer's needs (you're the expert!). And finally, Offer congratulations on their fantastic choice of MetroPCS, and recap all the work you did for the customer during the transaction.

- **Never Charging Upgrade Fees**

It's a basic MetroPCS philosophy: there are no upgrade fees! If a customer gets a new phone, there is a $15 device change fee. If a customer changes rate plans, all charges are due by the next Anniversary Date. But there is NEVER an upgrade fee!

Minimizing Customer Escalations

- **Taking Payment Before Activating a Phone**

Once a phone has been activated, it has history. That history never goes away. So, it's necessary to take payment before activating a handset. If a customer can't pay, then having that cracked box effects dealer reimbursement/inventory levels, customer insurance eligibility, and ensures a poor customer experience for any future owner of that handset.

- **Creating a UNIQUE PIN and Security Q&A for Every Customer**

NEVER, under any circumstances, should you use a store-wide PIN for customers. It's important that each customer select his/her own 8-digit PIN, that is NOT a birthday. Likewise, each customer should choose and answer his/her own Security Question, so that they will always be able to access their account. When you establish the PIN and Security Q&A without customer knowledge, you are robbing them of important account information and putting the customer at risk.

Minimizing Customer Escalations

- **Never Using High Security Settings for an Account**

High Security Accounts can only be accessed through a corporate store location…which there are NONE of in the East Region outside of Philadelphia! There's no better way to make sure a customer will leave MetroPCS that making them drive hours just to access their account. DON'T DO IT!

- **Checking Wireless Number Portability**

MetroPCS can only port numbers from existing MetroPCS market areas. Thus, if a customer has a number from Salt Lake City, UT…they cannot port their number. There's an EASY way to check this. In ASAP, click on the Wireless Number Portability tab and enter in the MDN. Voila, you know if you can proceed!

Minimizing Customer Escalations

- **Fully Explaining MetroPromise Guarantee**

From the time of purchase, a customer has up to SEVEN days and up to SIXTY minutes of talk time to return the phone for a full refund of the purchase price of the handset, rate plan, SIM…everything. It doesn't cost him a dime to try MetroPCS as long as the return is made within SEVEN days of purchase and with fewer than SIXTY minutes of talk time on the phone.

- **Qualifying Customers About Warranty Services**

MetroPCS takes the hassle out of warranty returns by offering two eXchange By Mail options. If the handset has a warranty issue within 30 days from the time of activation, there is NO COST to the customer and they will receive a replacement handset in 3-5 business days to be picked up at the DSWC location where they processed the order. If the warranty issue arises on day 31-365, there is a $15 fee charged to the customer, but they will still receive their replacement in 3-5 days. The replacement does NOT include the battery or back; the customer keeps the original of both! If a customer is ever dissatisfied with your warranty decision about their handset, they can always contact the manufacturer directly to address their issue.

Minimizing Customer Escalations

- **Addressing Billing Issues and Fees**
  - Make sure to clearly explain to your customers:
  - The customer's payment is due the day BEFORE their anniversary date to avoid a disruption of service.
  - There is a $3 payment fee for paying in-store and a $2 payment fee for paying by phone. There is no payment fee for paying through the mail (address found on Start of Service form) or online (at www.metropcs.com).

AutoPay has no payment fee, but the MRC is withdrawn FIVE days prior to the bill due date. Additionally, if AutoPay is enabled, all due immediate balances are withdrawn immediately.

Minimizing Customer Escalations

Understanding Proration
ALL ASAP Months = 30 days
Amount Due By = last day of the customer's billing cycle
(changes made prior to and including this day will result in prorated charges)
Anniversary Date = 1st day of customer's new billing cycle
(changes made on this day will NOT result in prorated charges)
PRORATION begins the date of the change, and runs through the "Amount Due By" date.
FEATURES ARE NOT PRORATED!
EXAMPLES:

Price Plan	Per Day Charge
$35	$1.17
$40	$1.33
$45	$1.50
$50	$1.67
$55	$1.83
$60	$2.00

If a customer adds a second line at the $60 rate plan 10 days before the Anniversary Date…

- $55 is due immediately (30 days' payment at the time of activation—don't forget about the family plan savings!)
- The next bill will be prorated for 10 days of service
- 10 days x $1.83 = $18.30

If a customer adds a third line at the $50 rate plan 3 days before the Anniversary Date…

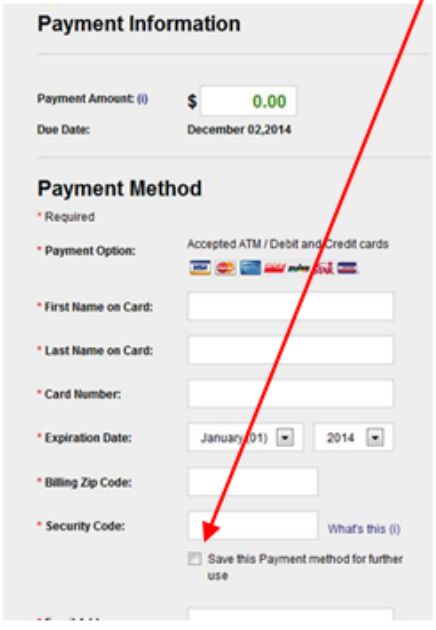
- $45 is due immediately (30 days' payment at the time of activation—don't forget about the family plan savings!)
- The next bill will be prorated for 3 days of service
- 3 days x $1.50 = $4.50

Auto Pay Setup

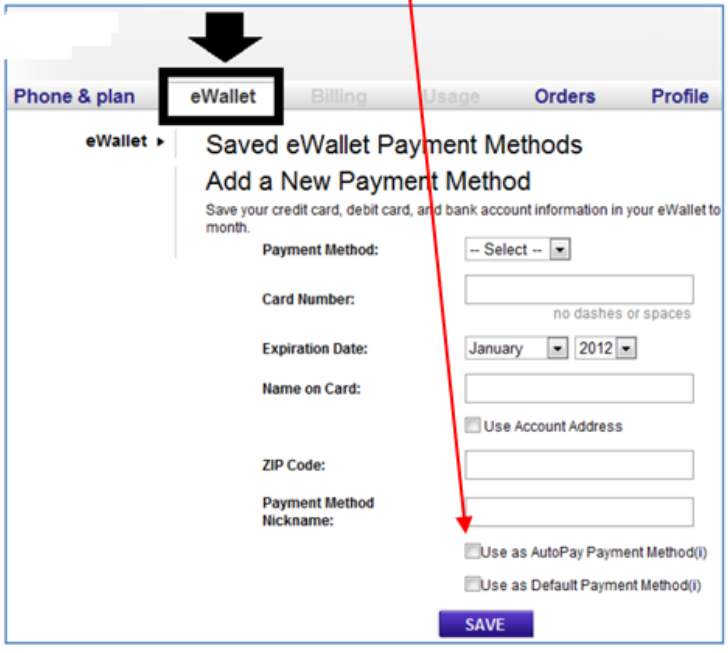
The best payment option for customers is to pay their bill in-store. Despite the $3 transaction fee, this gains the customer access to your outstanding customer service. You can assess a customer's account to see if there's a way to save money (family plan), suggest relevant accessories to prolong the life of the phone (case, SD card, etc.), and

However, customers can set up auto-pay through their MyAccount on MetroPCS.com . If the customer encounters problems, here are some quick trouble-shooting checks for you!

Clicking the box below will save the card info, but will not allow for automatic payments



Customer must create and sign into MyAccount then check the autopay box on the eWallet tab.



Warranty or Insurance?

It happens all the time: a customer walks into your store and says, “My phone doesn’t work.” There are a lot of ways to respond, some better than others. This guide will help you troubleshoot the issue, and then point the customer in the right direction.

1. Ask questions to begin: What seems to be the problem? How often does it occur? Is there a specific location where the problem is most frequent? Collect as much information as you can to start.
2. Open the customer’s account in ASAP. Double check that the account is active, paid, and has the features that the customer thinks are there. Amazingly, this will resolve many issues immediately.
3. If all is well with the account, look over the phone. Is it in airplane mode? Is the Wi-Fi enabled? Seriously, you deal with cell phones every day, and you know the common errors. Spending a few moments with the phone could save your customer a lot of hassle and headache!
4. Once you’ve verified there is a legitimate, reproducible problem with the phone, there are two ways this could go:

Warranty or Insurance?, Con't

If: IN-WARRANTY

- Phone was activated less than one year ago (check device history in ASAP for Active date)
- There is no physical or moisture damage in evidence on the phone

Then: Direct to the nearest Dealer Service Warranty Center (DSWC) location!

- Explain the warranty issue as fully as you can, and let them know they are eligible for a replacement phone (NOTE: avoid using the word "refurbished" because of its negative connotations. Let customers know that Field Replacement Unit [FRU] phones from Broadtech are tested more thoroughly than brand new phones leaving the factory!)
- Make sure the customer knows it will take 3-5 business days for their replacement phone to arrive
- Take down contact information for the customer, including an alternate phone number at which to reach them when the handset comes in and the best times to call!

Warranty or Insurance?, Con't

If: OUT OF WARRANTY

- Moisture damage (check LDL and inspect phone for evidence of moisture)
- Physical damage (cracked screen, damaged connectors or data/charging ports/Micro SD card slot, missing parts, etc.)
- Excessive cosmetic damage (lots of scratches)

Then: Resolve in-store

- DO NOT send the customer to a DSWC, as the customer is not eligible to exchange by mail
- Empathize with the customer, explain why the phone is no longer under warranty, and give the customer options as to how he/she should proceed: Insurance, repair, or upgrade
- If the customer has Premium Handset Protection, help him/her begin the claim process by calling Asurion
- If the customer does not have Premium Handset Protection, discuss the handset upgrade options available
- Do your best to let the customer know you understand how he/she feels and you want to do everything in your power to help them leave your store happy!

BLAZING-FAST 4G LTE: Test Our Strength!

We all know by now that T-Mobile has the fastest data network in the country where people live most densely, according to open-sourced speed testing conducted by Ookla. But how does that work, and how can we use it to our advantage?

TEST CELLULAR PERFORMANCE

Ookla Speedtest mobile apps are designed to accurately test the performance of mobile cellular connections including LTE, 4G, 3G, EDGE and EVDO networks. See how fast your cellular data connection is, no matter where you are.

Speed Tests

Get the Speed Test App on the **LIVE DEMO** phone in your store, or on your MetroPCS handset:

Head to the Google Play Store and search for Speedtest.net from Ookla	**Or, simply scan this QR code with the Barcode Scanner App on your smartphone!**

All you have to do is:
Download
Open
Begin Test

It's really that simple. Then, you'll have a bunch of numbers at your disposal. But what do those numbers mean?

Speed Tests, Con't

By the numbers:

PING: the reaction time of your connection—how fast you get a response after you've sent out a request. A fast ping means a more responsive connection, especially in applications where timing is everything (like video games). Ping is measures in milliseconds (ms).

DOWNLOAD: how fast you can pull data from the server to you. Most connections are designed to download much faster than they upload, since the majority of online activity, like loading web pages or streaming videos, consists of downloads. Download speed is measured in megabits per second (Mbps).

UPLOAD: how fast you send data from you to others. Uploading is necessary for sending big files via email, or in using video-chat to talk to someone else online (since you have to send your video feed to them). Upload speed is measured in megabits per second (Mbps).

Speed Tests, Con't

So what sort of speeds do I need?

YouTube: recommended at least 0.5 Mbps download
Netflix: recommended 1.5 Mbps download
Online Video Games: recommended a low ping (less than 100ms)

TALKING POINTS:

- AT&T is LIMITING Cricket customers to 4Mpbs of 4G speed and 8Mpbs of LTE speed. Seriously…
- Potential customers should try it, too, with whoever their current provider is. Odds are that MetroPCS wins every time!

Resource: www.speedtest.net

Selling Family Plans

What is a family plan?

- A family plan happens naturally when an account has more than one line of service. Each line on that account, including the first one, receives a $5 discount, PER LINE! That means that a $60 rate plan is just $55 a month. Who doesn't love free money?

Why is a family plan good for me?

- Having a family plan is VERY convenient. Instead of having to manage different bills for all the people in your life, get everyone onto one account and SAVE.

Do I have to start all lines at the same time?

- NO! If at any point you want to add a second line (or third, or fourth, or fifth) to a single account, you'll start saving $5 per line immediately. You can come in and add a line every day if you want…we're here to serve you!

Can I add a line now, even though my bill isn't due for another week?

- Of course you can! You'll pay the full MRC on the added line(s) at the time of activation, and then the prorated amount for the time between activation and the anniversary date at the end of the account's cycle. There's no reason to not start saving today!

Selling Family Plans, Con't

Is there a limit to how many lines I can add on a family plan?

- Save $5 per line, up to 5 lines on a single account. However, there's nothing stopping you from holding multiple multi-line accounts, all receiving their own family plan discounts!

Do all lines qualify for the family plan?

- Certain promotional plans like the "$25 talk and text" plan are not eligible to receive the $5 discount, but do count toward the total number of account lines.

Do I have to share my data?

- Would MetroPCS make you do that? You know us better than that! EACH LINE HAS ITS OWN DATA ALLOWANCE! Never fight again about who used up all the minutes or ran you out of data allowance.

Does my tablet count as a second line?

- Tablets work a little differently. If a tablet is added to an existing phone line, the tablet's plan sees a $5 savings. However, an account must have multiple PHONES for PHONES to receive $5 discount for phone lines.

Suggestive Selling

Did you know that 7 out of 10 people don't know what they want to order when they go out to eat? We have all sat down and heard our waiter or waitress say, "I recommend……"Right? He or she is suggestive selling you a dish of food or a bottle of wine to pair with the dish you ordered. As MetroPCS sales experts, we can apply the same concept to our products and services. As you build trust with customers in your stores, make selling suggestive based on personal and professional needs. Here are some useful tips you can use:

Suggestive Selling

- Suggestive selling is recommending an additional or complimentary product. It's when we tie-in products together
  - Use the recommendation closing strategy, "Based on what you told me, I suggest…."
- To be most effective, it starts with a good attitude and rapport with your customer
- Suggestive selling has 2 primary goals
  - Educating customers on different products we offer
  - Increase sales volume

    Gross adds, accessories, and feature add-ons

Suggestive Selling

- Try suggesting products during your presentation, not at the conclusion
- Suggest complimentary products by using their name
  - Instead of saying, “Would you like a case?” Say “I recommend you purchase this black shield with the kickstand; not only will you protect your device from damage but you can watch video without holding the device”
  - Or say “This black shield with the kickstand would go great with your new device, it’s our most popular accessory.”

Suggestive Selling

- Don’t be too pushy or aggressive when offering more than 1 accessory. If your customer replies, “I’ll take the case and that’s all,” simply agree and ring them up for the sale
- Suggest a MPCS handset, rate plan, and accessories. (The complete sale)
- Create a consistent customer service experience in all stores across the East Region
  - Because customers may interact with several different employees and visit several locations throughout their service with us, we must offer the same level of service across the frontline

Explaining Proration

DONE

ALL ASAP Months = 30 days

Amount Due By = last day of the customer's billing cycle
(changes made prior to and including this day will result in prorated charges)

Anniversary Date = 1st day of customer's new billing cycle
(changes made on this day will NOT result in prorated charges)

PRORATION begins the date of the change, and runs through the "Amount Due By" date.

FEATURES ARE NOT PRORATED!

EXAMPLES:

Price Plan	Per Day Charge
$35	$1.17
$40	$1.33
$45	$1.50
$50	$1.67
$55	$1.83
$60	$2.00

If a customer adds a second line at the $60 rate plan 10 days before the Anniversary Date…

- $55 is due immediately (30 days' payment at the time of activation—don't forget about the family plan savings!)
- The next bill will be prorated for 10 days of service
- 10 days x $1.83 = $18.30

If a customer adds a third line at the $50 rate plan 3 days before the Anniversary Date…

- $45 is due immediately (30 days' payment at the time of activation—don't forget about the family plan savings!)
- The next bill will be prorated for 3 days of service
- 3 days x $1.50 = $4.50

Why MetroPCS

With over 50 prepaid carriers offering wireless service in the U.S., the competition is fierce!
Let's look at all the reasons you should show your customers MetroPCS products and services first!

Wireless Customers want…	So MetroPCS…
Affordable Rate Plans	Offers $25, $40, $50, & $60 rate plans. All plans are tax inclusive. No extra fees!
Affordable Handset Pricing	Offers the lowest out-of-pocket prices on most handsets. MetroPCS even often offers free phones! Now that's amazing!
Handset Selection	Offers a wide range of handsets from basic feature phones for the frugal customer to the Samsung GS5 for the tech savvy young adult
Hassle-Free Business	Does not charge fees when activating a new line of service. Our competitors do!

Why MetroPCS, Con't

Wireless Customers want…	So MetroPCS…
Wireless Freedom	Does not require a 1 or 2 year contract to be signed. It's no contract, pay in advance service, all of the time
Award Winning Customer Service	For the 4th consecutive year, has been named #1 by J.D. Power and Associates for No Contract Prepaid Customer Service Excellence.
Warranty Support	Has warranty support centers all across the country. We provide our customers in-store troubleshooting and shipped warranty replacement for defective handsets.
A Blazing Fast 4G Network	Offers their customers the fastest 4G Nationwide Network, which covers over 96% of Americans.

Robbery Safety Tips

Prevention Checklist:

- Keep limited cash on hand and in your registers
- Less cash = increased safety by taking the profit out of robbing your store
- Make frequent cash drops into your drop safe
- Post signs stating there is limited cash on hand
- Greet and look at each customer as they enter your store
- Keep exterior windows free of obstructions
- Keep the area around your registers free of clutter
- Keep interior lights on and in good working condition
- Keep high value inventory locked in a secure location until needed for a sale
- Never hesitate to call the police if you feel that something isn't right!

Robbery Safety Tips, Con't

What To Do If Your Store Is Robbed:

While robbery prevention practices need to be followed every day, we also need to understand that not all robberies can be prevented. Fortunately, most robberies are over in less than 60 seconds, most result in no injuries…make it your goal to get the robber out even quicker! If a robbery does occur:

- Stay calm, cooperate and speak to the robber before making any movements. Don't make any movements without asking the robber if that is OK with him.
- If there are others in the store who have hidden, DON'T TELL THE ROBBER!
- If there are others in the back areas of the store who don't know that a robbery is taking place, and you fear they may walk out, tell the robber that you don't want to startle him, but your co-worker may walk out from the back area of the store unaware that a robbery is in progress.
- Don't volunteer any information.
- If a robber lingers after he has taken the money, encourage him to leave while he still can.
- Don't ever challenge or threaten a robber in any way.
- Cooperate fully during the robbery; the only time you should not cooperate is if the robber tries to make you leave with him… resistance may be the best option!
  - Verbally – Say firmly, in a loud voice, "NO, I WON'T GO WITH YOU"
  - Passively – Pretend to get sick, faint, or release bodily fluids
  - Active – Fight by pushing the weapon up and away from you in a sudden forceful manner, yell and run away as if your life depends on it, because it does! (Use as a last resort only)
- After the robbery, lock the doors – Protect the evidence.
- Call 911 and get the help you need (police/medical).
- Encourage customers to stay until police arrive, if the customer wants to leave ask for their name and telephone number.
- Don't discuss the robbery with others until you write down the description of the suspect(s). If others were present during the robbery, ask them to write down their observations. That way you don't "influence" others in their recollection of the robbery when giving the police statements.

Reducing NGA and Churn

NGA=Negative Gross Adds. But what does it mean to you and our business? NGA occurs when a customer doesn't make their 2nd and subsequent month's service payment with metroPCS. Based on our no contract business model, there is no guarantee that a customer will continue using metroPCS once they make their 1st month's payment at time of activation. Here are some helpful tips to ensure our customers stay "on-board" with metroPCS for much longer after the initial activation.

1.) **Provide World Class Customer Service-**

a. Once you finish up your activation with your customer, review all the Terms & Conditions and provide a copy.

b. Since most of your metroPCS customers live within 1 mile of your retail store anyway, please explain that the BEST option for them is to make payment is at your store. The level of in-store support you provide your customers will differentiate you from online and mailing payment options.

c. Building rapport with customers will ensure a long-lasting relationship with them so they continue visiting our retail store 14 times per year for payment, service, and handset support. We didn't win J.D. Power Customer Service Awards 4 years in a row by accident!

Reducing NGA and Churn, Con't

2.) **Identify "at-risk" customers-**

a. If a customer asks if metroPCS handsets can be unlocked, reply to them by saying something like, "How long were you planning on using the service?" or "Why do you ask?" Once they answer, explain that our unlocking policy states that they must use service for a minimum 90 days before customer care will send them the SIM unlock codes.

b. Be in tune to customer verbal or non-verbal cues. They may ask a question like, "What frequencies does this handset use?" or say something like, "I only need this phone for a month." Or may ask for 5 lines of service with mid to high-tier handsets paying cash for the entire transaction.

c. If the same customer visits your store repeatedly during a promotional period to purchase multiple handsets, that is a red flag.

    i. Combining promotions, if allowed by the service provider, is also a red flag.

d. Be aware of customers who tell you to leave the SIM card and battery out of the handset while activating their account.

    i. Reply to your customer that you are required to install all removable parts, power up the device, and make a test call to ensure successful network activation.

e. A customer who comes back to your store to upgrade their handset within the first 30 days of activation.

    i. Check their account to see if they subscribe to PHP first before you honor their request to upgrade.

Reducing NGA and Churn, Con't

3.) **Follow-Up**-

a. Start a customer follow-up call list. Great customer service doesn't stop when your new customer leaves your store for the first time. It continues on and includes following up with your customer to ensure they are having the best experience with metroPCS.

b. Keep all your SOS forms in a safe place in the store and call your new customers back to "check-in" every 5-25-45 days after activation. Ask them questions like, "How is you service going?" "Did you set up your voicemail?" "Are you coming to see me to help post your next payment?" and "What questions do you have for me at this time?" Are there any other services you are in need of?" "Is there anyone else you know interested?"

Reducing NGA and Churn, Co

4.) **Qualify**-Do it RIGHT, the FIRST TIME! Here are some additional tips to reduce the likelihood your customer doesn't have to come back to your store to complain about service issues

a. **Products**-Ask open-ended questions about their handset wants/needs. Ask questions like, "What feature does your current handset lack that you want your new handset to have?" or "What features do you use the most"?

b. **Rate Plans**-Ask open ended-questions to right fit your customer to the best rate plan based on their estimated data usage. Use https://www.metropcs.com/cell-plans.html and scroll to middle of the page to help right fit your customer to the best metroPCS rate plan

   i. Recommend a metroPCS handset and rate plan based on their responses

   ii. Will significantly reduce likelihood of a customer returning to metroPromise

c. **Coverage**-Ask open-ended questions about their coverage needs. Ask questions like, "Where do you work?" "Where do you live?" "Where do you socialize?" Search for the locations in our coverage tool at https://www.metropcs.com/coverage.html

Security Issues

You want to help customers.
We know that. But issuing a single PIN or Security Q&A to every customer in your store IS NOT THE ANSWER.
When a customer does not select their own account information, they will be unable to access their account at any other location (which will result in the loss of their business) and are at high risk for account highjacking (which will result in the loss of their business, and will be your fault).

When you activate a new customer, **you MUST let that customer select his/her own 8-digit PIN and personal Security Q&A combination**. You must write down this information on the customer's Start of Service form for them to reference once they leave your store.

Let's talk about those PINs for a moment.

- Must be 8-digits
- Should never be the customer's birthday (remember the high-jacking risks)
- Should never be a single number repeated 8 times
- Should never be 12345678

Why? Because these are easy to guess. And if they're easy to guess, the account is easy to highjack.

Same with the security question. MetroPCS even took away "City where you were born" because our customers tend to stay where they grow up. The answer in Philadelphia was also Philadelphia, and accounts were highjacked.

Security Issues, Con't

Coach and train the customer at the time of activation: we can't fall back on the SSN like contract customers. DRIVE IT HOME TO CUSTOMERS. Explain *why*, explain *what*, explain how much of a *process* it will be if they don't remember this stuff.

1. WHY: Unique information for each customer PROTECTS the customer from account highjacking.
2. WHAT: Customer must remember the 8-digit pin, and the answer to his/her chosen security question
3. PROCESS: If a customer does not remember, it will require the rep to contact the ASR, to take pictures of the customer holding a valid photo ID that matches the information on the account, and the Customer Operations Department in Philadelphia (who work M-F only) to unlock the account.

BOTTOM LINE: Every customer sets his/her own PIN and Security Q&A.

Wireless T.E.A.M.

Program Introduction

Level 1: MetroU Scholar

Level 2: MetroPCS Certified Employee

Level 3: Handset Expert

Level 4: Warranty Specialist

Level 5: Customer Service Excellence

Level 6: Wireless T.E.A.M.

Wireless T.E.A.M.

Attention MetroPCS authorized dealer employee:

We're rebooting our Wireless T.E.A.M. pin program! Now, every employee will earn his/her lanyard and first certificate and pin after just one month of employment. This curriculum also acts as onboarding guide for new employees, outlining which MetroU courses to take in what order through the first four weeks on the job. We sincerely hope this leads to a more orderly approach to the start of your time at MetroPCS!

If you're a MetroPCS veteran, you are ALSO eligible to become a Metro University Scholar! Just make sure you take all the courses listed for Level 1 below and you'll be adding the pin to your lanyard in no time.

Wireless T.E.A.M.

As you already know, our industry is a highly competitive one. Continuing education helps make MetroPCS the best. It is essential for employees to stay current with the latest products, sales skills, and new technologies to best serve customers.

Through a combination of classroom training sessions, webinars, and Metro University courses, you will work to become a **Wireless T**elecommunications **E**xpert **A**nd **M**etroLEADER. The **Wireless T.E.A.M.** program is designed to provide you with all the skills you need to confidently qualify, right-fit, and serve any customer who walks through your door.

Once the first five levels are completed, you will be offered the invitation-only, 6th level Wireless T.E.A.M. training. We look forward to working with you through the pin program, as you become a MetroPCS ambassador to your customers, colleagues, and community.

Level 1: Metro University Scholar

Level 1—Metro University Scholar: Welcome to MetroPCS! In your first month, you'll work through the courses listed on the following slides to familiarize yourself with your products, services, processes, and policies.

Once you're finished, please submit your completion of *Level 1—MetroUniversity Scholar* in the **Training Center** on MetroDEALER when you have taken all online classes required.

https://dealer.metropcs.com/bawa

Login: mpcs\bawaad **Password:** BaWa9876

NOTE: For all Metro University courses, take the latest available version.

Level 1: Metro University Scholar

By Day 7:

- Apollo 3.0 - This is MetroPCS 2014
- 2015 New Rate Plans effective 012115
- 90-Day Upgrade Policy (eff. 2/1/15)
- Apollo 3.0 – Understanding Prorated Charges
- Apollo 3.0 – Customer Billing Cycle
- Apollo 3.0 – Understanding Metro Promise
- Introduction to ASAP Section 1 - Overview
- Introduction to ASAP Section 2 –
- Understanding Customer Line Summary
- Introduction to ASAP Section 3 – Create An Account
- Introduction to ASAP Section 4 – Account Header
- Introduction to ASAP Section 5 – Activate Service
- Introduction to ASAP Section 6 – Create a Memo
- Introduction to ASAP Section 7 – View a Memo
- Introduction to ASAP Section 8 – Change a Phone Number
- Introduction to ASAP Section 9 – Add a Feature
- Introduction to ASAP Section 10 – Account Overview
- Dealer Reset Anniversary Date— Change Phone Number
- PHP Premium Handset Protection: Enhanced
- Training Course
- Lookout Mobile Security Premium App
- Using the MetroPCS Data Estimator
- Preventing Fraud and NGAs 121614

Level 1: Metro University Scholar

By Day 14:

- LG 450 Sales Training
- ZTE Aspect
- Alcatel ONE TOUCH Evolve 2
- MetroPCS - Alcatel ONE TOUCH Fierce 2
- LG Optimus L70 Sales Training
- Kyocera Hydro LIFE
- LG Optimus F60
- Samsung Galaxy Light
- Samsung Galaxy Avant
- ZTE ZMAX - 110514
- Samsung Galaxy S 4 Sales Overview
- Samsung Galaxy S 5 Sales Training (MPCS)
- MetroPCS - Alcatel ONETOUCH POP7
- Alcatel ONETOUCH Pop 7: Another Look
- **(PLUS any other devices in the lineup)**

Level 1: Metro University Scholar

By Day 21:

- 4G LTE Leadership Selling Skills
- MetroPCS Data Cap Metering
- Rhapsody Unlimited Music Service 5.0
- Metro Block-it 2.0
- Metro BlockIt 2014 Update – LookUp Feature –
- 103114 update
- World Calling Enhancement (effective
- 11-19-2014)
- Mexico Calling FAQs
- Bring Your Own Phone for Direct and Dealer Associates
- Bring Your Own Phone Guide 1.1
- 4G and Bring Your Own Phone Tips
- Bring Your Own Phone FAQs
- Bring Your Own Phone—Troubleshooting the iPhone

Level 1: Metro University Scholar

By Day 28:

- The MetroPCS Elevator Speech 01/07/15
- How to Save a Customer from Porting
- Managing Customer Flow
- Crush the Bug – Selling Against Cricket
- Google Android 101
- Google: Android 4.4 KitKat Overview
- Google Mobile Apps
- Google Accounts
- Google Play
- SmartPay FullSpectrum for Indirect Dealers
- Selling Progressive Finance

Please submit your completion of *Level 1—MetroUniversity Scholar* in the **Training Center** on MetroDEALER when you have taken all online classes required.

https://dealer.metropcs.com/bawa

Login: mpcs\bawaad **Password:** BaWa9876

Level 2: MetroPCS Certified Employee

DONE

Level 2—MetroPCS Certified: The first step in the Wireless T.E.A.M. process. Attaining this pin means you are a dealer employee who is officially certified by MetroPCS. Wearing this pin, customers will know you are more than capable to assist them. The class will focus on history and functionality of the wireless industry as well as MetroPCS' offerings in devices, products, features, policies, and more.

CLASSROOM TRAINING: "MetroPCS Certified"

Level 3: Handset Expert

Level 3—Handset Expert: Attaining this pin means you are proficient and knowledgeable about all of the handsets in our line-up. The class will focus on the Android experience, the benefits of PHP and financing, and our current devices.

INSTRUCTOR-LED TRAINING: “Handset Expert”

Level 4: Warranty Specialist

Level 4—Warranty Specialist: Attaining this pin means you are skilled in the warranty process and handset protection. Customers will know you are able to handle their questions relating to handset troubleshooting. The class will focus on diagnosing device problems, properly completing the XBM process, and turning service into a sale.

INSTRUCTOR-LED TRAINING: “Warranty Specialist”

Level 5: Customer Service Excellence

Level 5—Customer Service Excellence: Attaining this pin means you are an advanced dealer employee capable of providing this highest level of service to all of our customers. The class will focus on the METRO sales process, overcoming objections, and handling customer escalations.

INSTRUCTOR-LED TRAINING: “Customer Service Excellence”

Level 6: Wireless T.E.A.M.

Level 6—Wireless T.E.A.M.: The final pin in the Wireless T.E.A.M. program. Attaining this pin means you are among the best-of-the-best and have acquired the highest dealer employee achievement. The class will focus on creating moments of magic for MetroPCS customers, and you will become a MetroPCS ambassador to customers, colleagues, and the community.

INSTRUCTOR-LED TRAINING: “Wireless T.E.A.M.”

End of Life Devices

Alcatel 768	Alcatel ONE TOUCH Evolve	Alcatel ONE TOUCH Fierce	Huawei Pal
Huawei Valiant	Huawei Vitria	Kyocera Hydro XTRM	LG Optimus F3
LG Optimus F6	LG Optimus L9	Nokia Lumia 521	Samsung Freeform M
Samsung Galaxy Exhibit	Samsung Galaxy Mega	Samsung Galaxy S III	ZTE Concord II

Alcatel 768

Network Capability	3G
Camera	2MP camera with video capture
Music Player	Support for MP3 and AAC
Bluetooth Version	2.1 AD2P
Dimensions	4.09" (L) x 2.07" (W) x .68" (H) x
Weight	3.75 oz.
Display	2.4" Standard Glass Display
Battery Capacity	850 mAH
Usage Time	Up to 6 hours of talk time
Total Internal Memory	26MB
microSD Card	Supports up to 32GB card

Key Selling Features:

- Pocket-friendly clamshell flip design
- External LCD for caller id, signal and battery indicators
- Built-In FM Radio
- MP3 player

Alcatel 768, Con't

Target Customers:

- Frugal or budget conscious customers who only want the basics
  - Primary usage is talk and text
- Parents purchasing for their young children for limited web functionality
  - Concerned about children accessing full web browsers
- Elderly customers as an emergency only phone
  - To ensure their safety (911)

How You Sell It:

- Demonstrate built-in FM radio (requires headphones). Stress data-free music listening
- Explain: Never worry about accidentally dialing again—the buttons are covered until you want them
- This handset goes with ANY rate plan!
  - $25 Talk & Text for frugal consumers
  - $40 for those who want some access to MetroWeb and data
  - $50 and $60 for customers who want more access to MetroWeb and Email, and/or desire a $10 International bolt-on

Alcatel ONE TOUCH Evolve

Network Capability	3G
Camera	5MP with 720P HD video, VGA front-facing
Music Player	Support for MP3, AAC, AAC+, AAC Enhanced, WB AMR, MP3, Midi, eAAC
Bluetooth Version	4.0 A2DP
Dimensions	4.78" (L) x 2.51" (W) x .46" (H)
Weight	4.81 oz.
Display	4" Dragontail display
Battery Capacity	1400 mAh
Usage Time	up to 12 hours of talk time
Total Internal Memory	1.4GB
microSD Card	Supports up to 32 GB card

Key Selling Features:

- Dragontail glass display-more durable than standard
- Built-in FM Radio
- 5MP camera
- Long battery life

Alcatel ONE TOUCH Evolve, Con't

DONE

Target Customers:

- First-time smartphone buyers
- Budget conscious buyers who don't want to spend an arm and a leg but want smartphone functionality
- Avid music listeners

How You Sell It:

- Position Alcatel handsets to your target customer based on a few key points:
  - Fastest growing global handset manufacturer
  - Quality of the chipset
  - Affordability (price points)
- Emphasize the value of purchasing a 3G Android smartphone for ONLY $19 without a contract!
  - THAT'S HUGE and exactly what makes MetroPCS the value leader in wireless!!
- 3G handsets are best sold on the $60 GSM rate plan
  - Why? Because any rate plan below is metered and your customer will not receive the same data experience on a $40 or $50 rate plan
    - Youtube videos will buffer or not play at all at 2G data speeds
    - Web-browsing will be significantly slower at 2G data speeds

Alcatel ONE TOUCH Fierce

Network Capability	4G
Camera	5MP with 720P HD video recording
Music Player	Support for AAC, AAC+, AAC Enhanced, WB AMR, MP3, Midi, eAAC
Bluetooth Version	4.0 with A2DP
Dimensions	5.13" (L) x 2.64" (W) x .35" (H)
Weight	4.56 oz.
Display	4.5" Dragontail Glass Display
Battery Capacity	1800mAh
Usage Time	up to 8 hours of talk time
Total Internal Memory	2.4GB
microSD Card	Supports up to 32 GB card

Key Selling Features:

- 5MP camera
- Long battery life
- Large size display
- 1.2Ghz quad-core processor
- Call and alarm Gestures
- Built-In FM Radio

Alcatel ONE TOUCH Fierce, Con't

Target Customers:

- Q2 Switchers! $49 at the counter, $0 after mail-in-rebate if they have a $50 or $60 plan
- Frugal or budget conscious customers who don't want to pay an arm & and a leg but want smartphone functionality
- First-time smartphone buyers

How You Sell It:

- Demonstrate how to mute incoming calls or silence the alarm by turning the handset over using gestures in the settings menu!
- Demonstrate to your customers how to tune FM channels to their favorite local radio stations!
- Demonstrate how to create a movie using Movie Studio!
    - Add background music to your favorite videos for movie time with family or friends!

Huawei Pal

Network Capability	UMTS
Camera	None
Music Player	None
Bluetooth Version	None
Dimensions	4.37" (H) x 1.85" (W) x 0.57" (D)
Weight	2.65 oz.
Display	1.8"
Battery Capacity	800 mAh
Usage Time	up to 5.5 hours of talk time, up to 350 hours of standby time
Total Internal Memory	Up to 25MB
microSD Card	None

Key Selling Features:

- Simplicity and Affordability, all wrapped up into one compact package
- Dedicated Silent Mode key, for ease of use
- Common phrases menu for texting in a jiffy
- Record audio, and set any recording you like at your ringtone!
- Calendar and alarm apps to help organize your life
- Set up to five alarms on your handset

Huawei Pal, Con't

Target Customers:

- Customers who just want the basics: talk and text
- Mobile Bloomers: casual communicator, doesn't want to spend a lot, mainly talking with some texting, looking for a handset that is easy to use and dial

How You Sell It:

- Stress the safety benefits of giving this camera-less phone to young children
- Stress the sentimental value this phone brings to elderly customers
    - Imagine your grandchild's voice saying "I love you" every time the phone rings!
- This handset goes with ANY rate plan!
    - $25 Talk & Text for frugal consumers
    - $40 for those who want some access to MetroWeb and data
    - $50 and $60 for customers who want more access to MetroWeb and Email, and/or desire a $10 International bolt-on

Huawei Valiant

Network Capability	HSPA (3G)
Camera	3MP rear-facing camera
Music Player	MP3 music player
Bluetooth Version	Stereo Bluetooth
Dimensions	4.96" (H) x 2.51" (W) x 0.45" (D)
Weight	4.94 oz.
Display	4" Gorilla Glass II
Battery Capacity	1750 mAh
Usage Time	up to 10 hours of talk time, up to 560 hours of standby time
Total Internal Memory	Up to 1.9GB
microSD Card	Up to 32GB

Key Selling Features:

- Personalize your home screen by moving things around or selecting from a vast array of background themes and profiles
- Wi-Fi calling capable!
- Comes with Rhapsody pre-loaded for hassle free music listening (required $10 feature to use)
- Loaded with SWYPE, multi-language keyboard, and keyboard shortcuts to open other applications on your phone
- Built-in FM radio for music access without Data

Huawei Valiant, Con't

DONE

Target Customers:

- First time smart phone buyers: the Valiant offer tons of functionality without being overwhelming for those new to Android
- Low-data music lovers: the built-in FM radio means access to today's top hits wherever you are
- Budget-minded consumers: Huawei phones are always an affordable entry into smartphones!

How You Sell It:

- Stress the three music options with this device: built-in FM radio, built-in music player, Rhapsody Unlimited Music
- Demonstrate the ease of use: show customers how to
    - Set up Gmail and sync their contacts
    - Make a call
    - Save a contact
    - Turn on and connect to Wi-Fi
    - Add an app and a widget to a home screen
    - Download an app or game from Google Play

Huawei Vitria

Network Capability	4G LTE
Camera	5MP rear-facing camera, VGA front-facing
Music Player	MP3 music player, FM radio
Bluetooth Version	Stereo Bluetooth
Dimensions	4.99" (H) x 2.51" (W) x 0.46" (D)
Weight	4.94 oz.
Display	4" Gorilla Glass 2
Battery Capacity	1750 mAh
Usage Time	up to 11 hours of talk time, up to 380 hours of standby time
Total Internal Memory	Up to 1.9GB
microSD Card	Up to 32GB

Key Selling Features:

- Dual mics for noise cancellation
- Jelly Bean 4.1 operating system
- Wi-Fi calling capable
- Camera features including Beauty, Group, HDR, Low Light, and Smile Shot
- Power Manager help you manage your battery life more effectively
- Built-in FM radio!
- Easily customizable with themes, profiles, and notification panel shortcuts

Huawei Vitria, Con't

Target Customers:

- Anyone who wants tons of speed without tons of extraneous apps and features
- Low-data music lovers: the built-in FM radio means access to today's top hits wherever you are
- Budget-minded consumers: Huawei phones are always an affordable entry into 4G LTE smartphones!

How You Sell It:

- Stress the three music options with this device: built-in FM radio, built-in music player, Rhapsody Unlimited Music
- Demonstrate how to customize the homescreen, theme, profile, and notification panel shortcuts
- Demonstrate how to create a station list and put the radio in sleep mode

Kyocera Hydro XTRM

Network Capability	4G LTE
Camera	5MP rear-facing, 1.3MP front-facing
Music Player	Built-in MP3player
Bluetooth Version	Stereo
Dimensions	4.88" (L) x 2.52" (W) x .42" (H)
Weight	4.9 oz.
Display	4" impact-resistant touchscreen with
Battery Capacity	2000 mAH
Usage Time	Up to 11 hour talk time
Total Internal Memory	Up to 4GB
microSD Card	Supports up to 32GB

Key Selling Features:

- Waterproof up to I meter of water for up to 30 minutes
- Military grade shock proof and drop proof
- Smart Sonic Receiver transmits sound vibrations that go directly into your eardrum, which means you can hear no matter how loud your surroundings are
- Dual-microphones for noise cancelling means you can be heard no matter how loud your surroundings are
- Glass is crisp and bright from any angle
- Eco Mode and MaxiMZR save battery power

Kyocera Hydro XTRM, Con't

DONE

Target Customers:

- Anyone who needs a hardy phone: construction workers, landscapers, professional cleaners, lifeguards, parents, teens, social butterflies…you name it, they need a solid handset that will see them through life
- Frequent attendees of sporting events, festivals, concerts, and more. Anyone who needs phone functionality, even in noisy environments.

How You Sell It:

- Use the live demo in your store to demonstrate the waterproof capabilities of the Kyocera Hydro XTRM
- Stress the hard-knock-life capabilities of this phone: it will survive what you do to it
- Share anecdotes of all the ways customers break or moisture damage their phones, and how this handset will last through it all

LG Optimus F3

Network Capability	4G LTE
Camera	5MP rear-facing and VGA front-facing
Music Player	Filter by Album, Artist, and Playlists
Bluetooth Version	Stereo
Dimensions	4.57" (L) x 2.44" (W) x .4" (H)
Weight	4 oz.
Display	4" Gorilla Glass 2 Display
Battery Capacity	2460 mAh
Usage Time	Up to 16 hours of talk time
Total Internal Memory	1.24GB user storage
microSD Card	Supports up to 32 GB card

Key Selling Features:

- 4G LTE connectivity
- Q slide 2.0
- Quick Translator
- Quick memo
- VuTalk
- NFC Connectivity
- Camera shooting modes include Time Catch Shot, Cheese Shutter, Portrait + (for great selfies), and Panorama

LG Optimus F3, Con't

Target Customers:

- Multitaskers
- Customers who work or play with non-English speakers
- High streaming needs customers
- Customers interested in a compact, lightweight handset

How You Sell It:

- Demonstrate the blazing-fast speed of our New Nationwide 4G LTE network by streaming a YouTube video or downloading a web page from MetroWeb
- Demonstrate how to use Q Slides with the 5 pre-installed apps out of the box! Multi-tasking has never been easier!
- Demonstrate how to send handwritten messages and notes back and forth in real time with VuTalk!
    - Must send VuTalk invitation and recipient must accept invite to use!
- Demonstrate how to take a picture by just saying "Cheese"
- Demonstrate how to write on a new picture or one from your gallery using the Quick memo feature!
- Have collateral in Spanish at your store? Demonstrate how to translate that text into English using Quick Translator!

LG Optimus F6

Network Capability	4G LTE
Camera	5MP BSI auto-focus camera with LED flash
Music Player	Support for MP3, AAC, AAC+, WMA, and WAV Formats
Bluetooth Version	2.1 A2DP
Dimensions	5.03" (L) x 2.59" (W) x .4" (H)
Weight	4.44 oz.
Display	4.5" Gorilla Glass Display
Battery Capacity	2460 mAh
Usage Time	up to 8 hours of talk time
Total Internal Memory	1.2GB
microSD Card	Supports up to 32 GB card

Key Selling Features:

- 4G LTE connectivity
- Q Slide
- Quick Remote
- Quick Translator
- Quick memo
- Quick Button
- NFC Connectivity
- Voice Shutter

LG Optimus F6, Con't

Target Customers:

- Tech savvy customers
- Customers who need data access as quickly as possible
- Multi-Taskers
- Customers who travel abroad

How You Sell It:

- Demonstrate the blazing-fast speed of our New Nationwide 4G LTE network by streaming a YouTube video or downloading a web page from MetroWeb
- Demonstrate how to use Q Slides with the 5 pre-installed apps out of the box! Multi-tasking has never been easier!
- Demonstrate how to send handwritten messages and notes back and forth in real time with VuTalk!
    - Must send VuTalk invitation and recipient must accept invite to use!
- Demonstrate how to use your LG Optimus to control your cable or T.V. for those times when you can't locate your remote!
- Demonstrate how to take a picture by just saying "Cheese" using Voice Shutter
- Demonstrate how to write on a new picture or one from your gallery using the Quick memo feature!
- Have collateral in Spanish at your store? Demonstrate how to translate that text into English using Quick Translator!

LG Optimus L9

Network Capability	4G
Camera	5MP rear-facing and 1.3MP front-facing
Music Player	Filter by Album, Artist, and Playlists
Bluetooth Version	Stereo
Dimensions	5.19" (L) x 2.69" (W) x .36" (H)
Weight	4.41 oz.
Display	4" Corning Gorilla Glass 2 Display
Battery Capacity	2460 mAh
Usage Time	Up to 16.5 hours of talk time
Total Internal Memory	2.3 GB user storage
microSD Card	Supports up to 32 GB card

Key Selling Features:

- Take still pictures while recording video
- Expanded camera features include Continuous Shot, Panorama, and Voice Shutter
- Customize your control panel and create individual icons

LG Optimus L9, Con't

Target Customers:

- Customers looking for a 4G device
- Customers who heavily use their camera and are interested in exploring new features
- Customers who want to make the phone their own through customization

How You Sell It:

- Demonstrate customizing of the Control Panel
- Demonstrate camera and recording capabilities and features
- Stress affordability of handset, and consistent performance of the LG brand!

Nokia Lumia 521

Network Capability	4G
Camera	5MP with 720P HD video recording
Music Player	Support for MP3, AAC LC, AMR-NB, WMA 9, GSM FR, WMA 10 Pro
Bluetooth Version	3.0
Dimensions	4.88" (L) x 2.52" (W) x .39" (H)
Weight	4.39 oz.
Display	4" Standard Glass Display
Battery Capacity	1430 mAh
Usage Time	up to 7 hours of talk time
Total Internal Memory	4.7GB
microSD Card	Supports up to 64 GB card

Key Selling Features:

- Windows Mobile 8 OS
- Microsoft Office and X-Box Live out-of-the-box
- Live Tiles
- Kid's Corner
- Bing Search
- Nokia MixRadio
- People Hub

Nokia Lumia 521, Con't

Target Customers:

- Frugal or budget conscious customers who don't want to pay an arm & and a leg but want smartphone functionality
- First-time smartphone buyers
- Parents purchasing for their young children
- Business professionals who need on-the-go access to presentations, spreadsheets, and documents
- Xbox Gamers

How You Sell It:

- Windows Mobile devices are not common in our lineup, so having a live demo is critical to selling it to your target customers!
- Demonstrate how easy it is to pin social media and apps to the start screen!
    - No need to log in to Facebook or Twitter to see status updates, or comment on them for that matter, it's all right there in front of you!
- Demonstrate how to move apps, games, web pages, and videos to Kid's Corner to put those parent's minds at ease!
- Demonstrate local gigs through the FREE Nokia Mix Radio app so your customers never miss their favorite band or artist coming in concert!
- Demonstrate how to create and edit PowerPoint presentations or Excel spreadsheets to your business professionals in-store!
- Demonstrate how to put your customer's favorite friends and family contacts into People Hub

Samsung Freeform M

Network Capability	3G
Camera	2MP rear-facing camera with video capture
Music Player	Built-in mp3 player
Bluetooth Version	Stereo
Dimensions	4.41"x2.44"x0.48"
Weight	3.56oz
Display	2.4" Standard Glass Display
Battery Capacity	1000 mAh
Usage Time	Up to 7 hours talk time, 384 hours standby time
Total Internal Memory	Up to 107MB
microSD Card	Up to 32GB

Key Selling Features:

- A Samsung device you know you can rely on
- Full QWERTY keyboard for unbelievably easy texting
- Wi-Fi capable, for MetroWEB use to save data
- Enhanced camera options include single shot, continuous shot, panorama, and smile shot
- Use voice commands to call, send text and picture messages, redial, and go to contacts. Choose commands in either English or Spanish
- Shortcut keys for silent mode, camera, and messaging

Samsung Freeform M, Con't

Target Customers:

- Budget-conscious consumers
- Users who LOVE to text
- Mobile Bloomers: casual communicator, doesn't want to spend a lot, mainly talking with some texting, looking for a handset that is easy to use
- Customers who need a reliable and practical device

How You Sell It:

- Stress the familiarity of a QWERTY keyboard layout. If you can type, you can text on the ZTE Aspect!
- Optional $5 SMS bolt-on to share pictures any time you want
- This handset goes with ANY rate plan!
    - $25 Talk & Text for frugal consumers
    - $40 for those who want some access to MetroWeb and data
    - $50 and $60 for customers who want more access to MetroWeb and Email, and/or desire a $10 International bolt-on

Samsung Galaxy Exhibit

Network Capability	4G
Camera	5MP rear-facing, VGA front-facing
Music Player	Built-in MP3player
Bluetooth Version	Stereo
Dimensions	4.72" (L) x 2.45" (W) x .41" (H)
Weight	4.27 oz.
Display	3.8" Gorilla Glass
Battery Capacity	1500 mAH
Usage Time	Up to 18 hour talk time
Total Internal Memory	1.2GB
microSD Card	Supports up to 32GB

Key Selling Features:

- Affordable nationwide 4G smartphone
- Speed and simplicity in a stylish handset
- Expanded camera features include continuous shot, panorama, cartoon mode, and buddy photo share
- Customizable widgets for a unique user experience

Samsung Galaxy Exhibit, Con't

Target Customers:

- Budget-minded experienced smartphone users
- First-time smartphone buyers looking to upgrade from a feature phone
- Customers interested in a recognized brand

How You Sell It:

- Demonstrate resizable and movable widgets, and other home screen customization
- Demonstrate camera and recording capabilities and features, such as cartoon mode and continuous shot
- Stress affordability of handset, and consistent performance of the Samsung brand!

Samsung Galaxy Mega

Network Capability	4G LTE
Camera	8MP with 1080P HD Video recording
Music Player	Built-in MP3 player
Bluetooth Version	4.0 AD2P
Dimensions	6.59" (L) x 3.46" (W) x .31" (H)
Weight	7.02 oz.
Display	6.3" Super-Clear LCD
Battery Capacity	3200 mAH
Usage Time	Up to 18 hour talk time
Total Internal Memory	11GB
microSD Card	Supports up to 64GB

Key Selling Features:

- 4G LTE connectivity
- Multi-Window
- Watch-On
- S Voice
- One-Handed Operation Mode
- Air View
- Driving Mode

Samsung Galaxy Mega, Con't

Target Customers:

- Tech savvy customers
- Social media junkies
- Customers who need data access as quickly as possible
- Multi-Taskers

How You Sell It:

- Demonstrate the blazing-fast speed of our New Nationwide 4G LTE network by streaming a YouTube video or downloading a web page from MetroWeb
- Demonstrate how to access the dialing pad, in-call features, calculator, and unlock pattern using One-Handed operation!
- Demonstrate how to view text messages or emails without physically touching the screen using Air View!
    - Hover your index finger over a message or email approximately 1 inch from the screen
- Demonstrate how to be the safest driver on the road by using Driving Mode
    - Calls or text messages will be read aloud to the user
- Demonstrate how to see 2 apps on the screen at the same time using Multi-Window!
    - Click and drag each app to the desired size your customer wants
- Using Watch-On, demonstrate how to use your Samsung Galaxy Mega to control your cable box, DVD player, or T.V., for those times when you can't locate your remote!
- Demonstrate how to search for weather, news, create a text message, or play music by using S Voice!
    - Press the home button twice to launch your personal Samsung assistant, S Voice

Samsung Galaxy S III

Network Capability	4G LTE
Camera	8MP rear-facing, 1.9MP front-facing
Music Player	Built-in MP3 player
Bluetooth Version	Stereo
Dimensions	5.38" x 2.78" x 0.34"
Weight	4.69 oz
Display	4.8" HD Super AMOLED display
Battery Capacity	2100 mAh
Usage Time	Up to 22.5 hours of talk time
Total Internal Memory	Up to 11.8GB
microSD Card	Up to 64GB

Key Selling Features:

- NFC capable
- TecTiles support
- S-Beam
- Allshare Play
- S-Voice
- Motion Gestures
- SoundAlive audio enhancement

Samsung Galaxy S III, Con't

DONE

Target Customers:

- With more features than anything before it, the Samsung Galaxy S III is perfect for the customer wanting more from their life companion handset
- Increased hands-free capabilities makes interacting with your phone more convenient than ever
- Interact with other Samsung users in new ways through S-Beam and Allshare Play. Everything is more interactive with Samsung

How You Sell It:

- Demonstrate Motion Gestures for customers, encourage them to practice!
- Demonstrate Allshare Play to feature the music enhancement
- Demonstrate s-voice for continued hands-free utilization of the device
- Demonstrate S-Beam for easy transfer of information between devices

ZTE Concord II

Network Capability	4G
Camera	5MP auto-focus with flash
Music Player	MP3 player
Bluetooth Version	Stereo
Dimensions	4.55"x2.07"x0.68"
Weight	3.7oz
Display	4" LCD w/ Gorilla Glass
Battery Capacity	1820 mAh
Usage Time	Up to 6 hours talk time, 250 hours standby time
Total Internal Memory	Up to 1.3GB
microSD Card	Up to 32GB

Key Selling Features:

- Affordable no annual contract device optimized for all basic smartphone functions with a modern, sophisticated look.
- Upper-entry level device designed to give customers the ideal mix of features and affordability.
- Camera and video effects allow for great creativity in users.
- Wi-Fi calling enabled and compatible with mobile hotspot
- Preloaded Google Drive with 15GB of storage! Keep all your files within reach all the time
- Unlimited Chrome tabs to facilitate unlimited multitasking!

ZTE Concord II, Con't

DONE

Target Customers:

- Savers & Social Communicators. Potential customers are working within budgets and generally have previous smartphone experience. The biggest consideration driver for this customer is **PRICE**.

How You Sell It:

- Up to 6 hours of talk time and 250 hours of standby time, this phone is perfect for first-time smartphone users who aren't planning to use their handset as their primary source of entertainment
- Handset includes travel charger with USB data cable!
- Can go on any standard rate plan:
  - $40 for those who want some access to MetroWeb and data
  - $50 and $60 for customers who want more access to MetroWeb and Email, and/or desire a $10 International bolt-on

Sales Tips

- Rhapsody
- Selling PHP and Lookout
- Customer Appreciation
- MPCS Branded Accessories
- Building Customer Trust
- iOS vs. Android
- Rooting
- Lookout Mobile Security
- Selling Samsung
- GSM Commands
- S5 Hidden Service Menu

Rhapsody

What is Rhapsody?

- Rhapsody brings the power of mobile music to your customer every day, no matter where they are
- It is available to download in the Google play store or the MetroPCS app store

What are the benefits of Rhapsody?

- Over 30 million songs in the library
- Offline listening mode when you are out of network coverage or Wi-Fi connection
- No ads! Commercial-free listening, all day and everyday
- Thousands of songs added each week
- Request a song or album to be added to Rhapsody at www.rhapsody.com
- Download any song, album, or playlist
- Away from your phone? No worries just…
    - Log in to your Rhapsody account on the home computer at www.rhapsody.com or download the PC software for your desktop

What are some good qualifying questions to help me sell more Rhapsody add-ons?

- How do you listen to music currently?
- How often do you travel listening to music?
- How do you listen when you're away from home, computer, or the car?
- How many times have you been on an airplane without your favorite tunes playing?

Reminder:

- Any MetroPCS customer who subscribes to the $5 promotional Rhapsody price is grandfathered until further notice

Selling PHP and Lookout

What is PHP?

- PHP (Premium Handset Protection) is a $6 handset protection feature
  - It includes handset protection and the lookout mobile security premium application

What are the benefits of PHP?

- Next business day replacement of a lost, stolen, damaged (water or physical), and out-of-warranty handset (Deductible-based)
  - Claim must be paid and approved by 8:00pm EST for next day delivery
- Backup of photos, contacts, and call history
- GPS locator
- Email and photo alerts when your handset detects suspicious activity
- Lock and wipe when you lose or misplace your handset
- Sound the alarm when handset is lost or misplaced

Selling PHP and Lookout, Con't

DONE

What are some PHP best practices?

- Offer and recommend PHP to every customer, no matter which MetroPCS handset they purchase. Don't make the decision for them, let them make it!
- Our handset protection (PHP) offers better value than ever with the new lookout application, compared to its predecessor, Metro Total Protection. Additional features are included on PHP that MTP didn't offer (e.g. photo and call history backup)
- Be a one stop shop for your PHP customers, meaning, help them file claims online at http://www.phoneclaim.com/metropcs, or let them call 1-866-862-3397 from your store. Fax affidavits from your store if available.
- Discuss break even points with your customers!
    - How many months would it take the customer paying for the premium and deductible to equal the full MSRP cost of a new handset?

What is Lookout Mobile Security Premium?

- A $3 stand-alone feature
- The lookout mobile security premium application is available to download for Android or IOS
    - Doesn't support Windows Mobile devices (Nokia Lumia 521 or 635)
- BYOP customers are eligible to add lookout mobile security to their account
- Malware and spyware protection from malicious websites

Customer Appreciation

What is customer appreciation?

- Customer appreciation is your sincere way of recognizing and thanking your MetroPCS customers for their new and continuing business

What are the benefits of customer appreciation?

- Builds loyal customer relationships
- It creates a positive and memorable customer experience
- Increase store traffic activity
- Creates cross marketing opportunities with neighboring businesses

Customer Appreciation, Con't

What are some customer appreciation best practices?

- Send thank you notes/letters to your customers
  - Don't or email your letters
    - This will show your customer you took the time to *personally* thank them for their business
  - Include a special offer on accessories to entice your customers to continue shopping at your MetroPCS store
- Implement in-store customer appreciation days which include, but are not limited to:
  - Having a barbeque with hot dogs, sodas, or water for a designated period of time. For example, come visit our store from 2-4pm for customer appreciation day today!
  - Invite handset manufacturers to participate. Their product specialists can offer in-store training and even raffle off some giveaways, if available.
    - Invitation-only events with handset manufacturers on the latest product launch.
- Customer Anniversaries
  - Send your customer base a text or email congratulating them on their anniversary as a MetroPCS customer!
    - 6 or 12 month anniversary dates since activation
    - Check ASAP to ensure account is still active
- Customer call back
  - Call your new and upgrade customers 3 days after the sale.
    - This practice will act as a follow up and by "checking in" with your customers will show them you genuinely care about them and their MetroPCS service experience.

MPCS Branded Accessories

What are the benefits of purchasing MetroPCS branded accessories?

- Accessories are available at time of new handset launch
- Higher quality products
- Professional, branded, uniformed packaging on accessory slat walls

- One-Year Warranty

Where can I purchase MetroPCS branded accessories from?

- Online at: http://www.alphacommonline.com/product_profile/metropcs.php from
- Alphacomm Enterprises, Inc.
  - Founded in 1996
  - Began our partnership in 2004 with the Georgia-based company
  - Alphacomm is partners with many other trusted brands such as Samsung, Amazon, LG, Polaroid, and Radioshack

MPCS Branded Accessories, Con't

DONE

What are some best practices when selling accessories?

- Bring a case, car charger, and Bluetooth to the sales counter with each handset
- Use open-ended questions to right fit your customers
  - E.g. How often do you travel without a charger? When was the last time you dropped your handset and it broke?
- Use the following closing techniques to ensure you sell the complete wireless solution to MetroPCS customers. What's your favorite closing technique?

Closing Technique	Example
Alternative	Would you like the green or black case?
Service	Let me pair this Bluetooth for you real quick

http://www.alphacommonline.com/

Alpha Comm Enterprises, Inc.

Building Customer Trust

1.) *Be consistent*

Treat your customers the same way, each transaction, no matter if you saw them last week or 6 months ago. Being friendly and smiling to them even if you had a bad day! Being consistent with your customers shows them that we always respect and value their business, and not just the date of activation!

2.) *Deliver on promises*

Nobody likes someone who breaks their promise, right? If you tell a customer that you will follow up with them with a phone call to resolve an issue, then pick up the phone and do it! Make a post-it note and leave it somewhere in or near your station to help remind you.

3.) *Be transparent*

Be honest with your customers. They are smarter than you think. If you make a mistake, admit to it. Your customer would rather here an apology than a lie. Don't try to cover up or hide a mistake, hold yourself accountable, and explain to your customer how you will resolve it

4.) *Don't talk trash*

If the competition, like that green bug Cricket, comes up during your conversation, don't ever talk bad about them. Simply acknowledge the customer statement or experience, and begin to explain how we crush them with MetroPCS products, pricing, and service!

5.) *The more you know*

Learning is an ongoing process. The more product knowledge you possess the more your customers will believe in you and what you're selling. To do that, please continue to take your required monthly courses at www.metropcstraining.com, participate in instructor-led trainings in your market (when available), do research online, and take a minute to read these sales tips!

iOS vs. Android OS

DONE

Company		
Base OS	UNIX and OSX	Linux
Customization	Limited, need to be jail-broken for extensive customization	Yes
Latest Version	iOS 8	KitKat 4.4
Open Source	No	Yes
Supported Devices	iphone, ipad, ipod touch	LG, Samsung, HTC, Kyocera, Huawei, Alcatel, Nexus, etc.
Number of Apps in Store	1.2 million apps	1.3 million apps
% of Free Apps in Store	Approximately 60%	Approximately 90%
Languages Supported	34	32
Message Medium	imessage	Google Hangouts
Data Transfer	PC, Airdrop	PC, Android Beam
Default Web Browser	Safari	Chrome
Mobile payments	ApplePay	Google Wallet
Voice Assistant	Siri for iphone 4s and later	Google Now for Jelly Bean 4.1 and later
Interface	Touch Screen, Voice	Touch Screen, Voice
New Software Updates	Generally available for all iOS devices	Carrier and OEM dependent
Device Selection	iOS only available on Apple devices	Wide range of devices using Android OS, including price point, size, and hardware capabilities
Video Chat	FaceTime to only Apple devices	Google Hangouts to any Android based device
Interface	Rows of app icons	Widgets which can display informational updates like weather or email
Status bar	Time, battery, Wi-Fi or network connection	Time, battery, Wi-Fi or network connection plus notifications for email, text ,calls, and reminders
OS and App Stability	iOS 7.1 has a crash rate of 1.7% iOS 8 is TBD	Jelly Bean and KitKat has a crash rate of 0.7%

Rooting

What is rooting?

- Rooting means providing root permissions on an Android device. It allows the end user to change the software code on the device or install other software that the OEM wouldn't normally permit, including:
  - Full customization for virtually any theme/graphic
  - Download of any app, regardless of the store they're posted on
  - Extended battery life and added performance
  - Updates to the latest Android OS without waiting for the carrier and OEM to send via OTA

How do I identify if an Android handset is rooted?

- Search the app drawer or tray for apps called SuperUser or SuperSU. Which one is installed is device dependent. SuperUser icon is typically an Android dressed as a pirate.
  - SuperSU has the ability to unroot a device and remove itself
  - Although an over-the-air (OTA) update from your wireless carrier will remove root in many cases, these updates can take several months to be released. For some devices, support has been dropped by the manufacturer and there will be no additional OTA updates.
  - A factory reset will not remove all of the files that enable rooting.

Rooting, Con't

What are the risks to rooting an Android?

- You can turn your device into a "brick" if the user makes a mistake to code modifications. It will become useless.
- Your 1 year limited-time MetroPCS device warranty is void. No FRU exchanges!
- Android OS security restrictions are bypassed allowing for worms, viruses, and spyware to attack the customer's device.

Lookout Mobile Security

In classroom trainings, a common question asked from our dealers has been, "What is the difference between the FREE Lookout app and the Premium Lookout app?" Below you will find a comparison chart to help you and your customers identify the features included between both versions. To download lookout, please visit https://play.google.com/store/apps/details?id=com.lookout

Lookout Mobile Security, Con't

LOOKOUT FEATURE BREAKDOWN

	FREE	PREMIUM
SECURITY		
Download Scanning Automatic protection from malware, spyware & adware	×	×
Safe Dialer Scan all click-to-call links	×	×
Safe Browsing Surf the web knowing that every site you visit is safe		×
Privacy Advisor Manage the apps that access your personal information		×
FIND MY PHONE		
Locate Map the location of your device from any browser	×	×
Scream Sound a loud alarm, even if your phone is on silent	×	×
Signal Flare Save your device's location when your battery gets low	×	×
Lock Remotely lock your device to block access to your personal data		×
Lost Message Post a custom lock screen to help get your device back		×
Wipe Remotely erase data from your device		×
Theft Alerts We'll email a photo & location when we notice suspicious activity		×
DATA PROTECTION		
Basic Backup Save a copy of your contacts	×	×
Premium Backup Back up your photos & call history to Lookout.com		×
Transfer Download your data to transfer to another device	×	×
MANAGEMENT AND SUPPORT		
Use Lookout.com to manage your account and devices	×	×
Manage multiple devices from one account	×	×
Standard customer support	×	×
Premium customer support		×

Selling Samsung

To Sell the Right Phone to the Right Customer, Simply Ask, Listen, and Recommend.

ASK a few key questions to establish your customer's needs.
LISTEN for clues regarding their lifestyle and phone usage.
RECOMMEND a phone and service that fits their need and budget.

Mobile Basic

1 ASK

What features of your current phone do you use most frequently?

What do you wish your phone could do that it doesn't?

What is your budget for your new phone?

2 LISTEN

I use my phone mostly to make calls and text.

Nothing. I don't need a lot of fancy features.

I can't spend more than $100.

3 RECOMMEND

Samsung GALAXY LIGHT™

- The perfect phone for first-time smartphone owners
- No-hassle calling and texting
- User-friendly basics through the Android™ 4.4 (KitKat) OS
- Quick and easy web browsing thanks to 4G LTE technology

Selling Samsung, Con't

DONE

Status Seeker

What features of your current phone do you use most frequently?

I surf the web, watch videos, and update my Facebook® and Instagram® pages. Sometimes I check my email.

What do you wish your phone could do that it doesn't?

I would love a better camera, and the video on my current phone is terrible.

What is your budget for your new phone?

I'd love to spend more, but my budget is $200 or less.

Samsung GALAXY AVANT™

- A great phone for work and play
- Lightning-fast 4G LTE and the latest Android OS
- A soft, leather-like back and optimized screen display
- 5.0 megapixel rear-facing camera, as well as a front-facing camera perfect for selfies

Mobile Fanatic

What features of your current phone do you use most frequently?

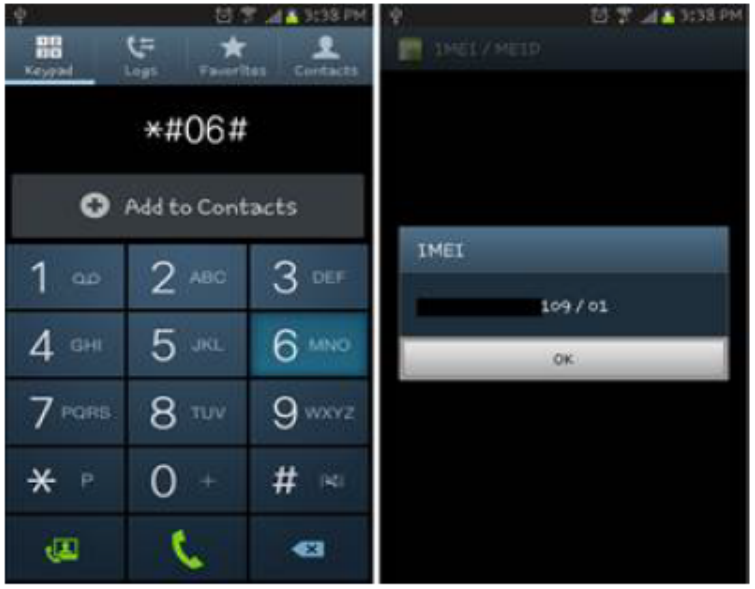
I use email, the camera, take videos—you name it. I love my current Samsung phone, but I've been researching the newest release and would like to see it in person.

Samsung GALAXY S5

- The latest and greatest smartphone from Samsung
- 16.0 megapixel rear-facing camera, 2.0 megapixel front-facing camera, and Ultra HD recording
- Android 4.4 (KitKat) OS with a 2.5GHz quad-core processor
- Beautiful 5.1-inch HD Super AMOLED® display

GSM Commands

CODE 1: *#06#
(REVEALS IMEI NUMBER)



When you type *#06# on any mobile phone or tablet that uses SIM cards, the IMEI number of the device is displayed. The IMEI is a unique number that carriers and manufacturers use to identify a device but it can also be used to generate unlock codes to remove the SIM lock. Unlocking lets you use a mobile with a SIM card from another service provider should the device be currently locked to a specific provider. For example, if a Samsung Galaxy is locked to AT&T, then an unlock code can be generated based on the IMEI number in order to unlock it. Once unlocked, you can use it with a SIM card from another carrier such as metroPCS. One way to determine whether your device is locked is to insert a SIM card from another provider and see whether the SIM is accepted.

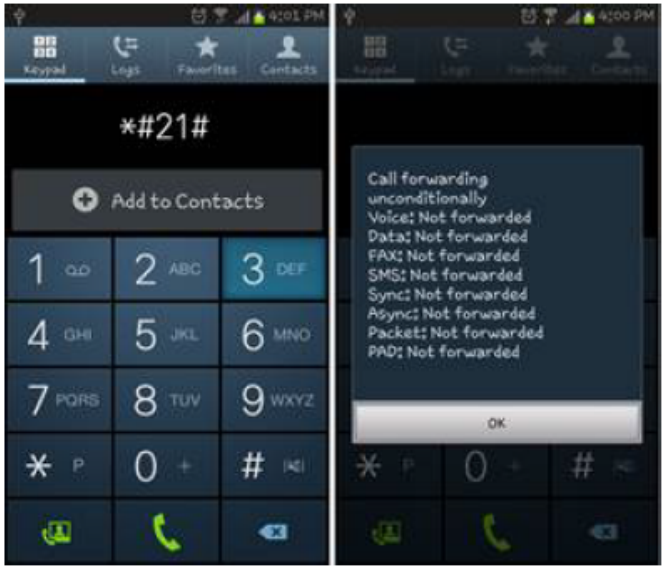
GSM Commands, Con't

CODE 2: #31# (DISABLES OUTGOING CALLER ID)

The code #31# hides your phone number when you call someone but it only works on the call you are currently making. Some Galaxy phones require that you combine the code with the phone number that you want to dial (for example #31#phonenumber and then tap the Call button). Some other Galaxy models require that you type the code, tap the Call button, and then dial the number. Try calling your home phone number to see which way it works on your particular model.

CODE 3: *#21# (CHECKS CALL FORWARDING SETTINGS)

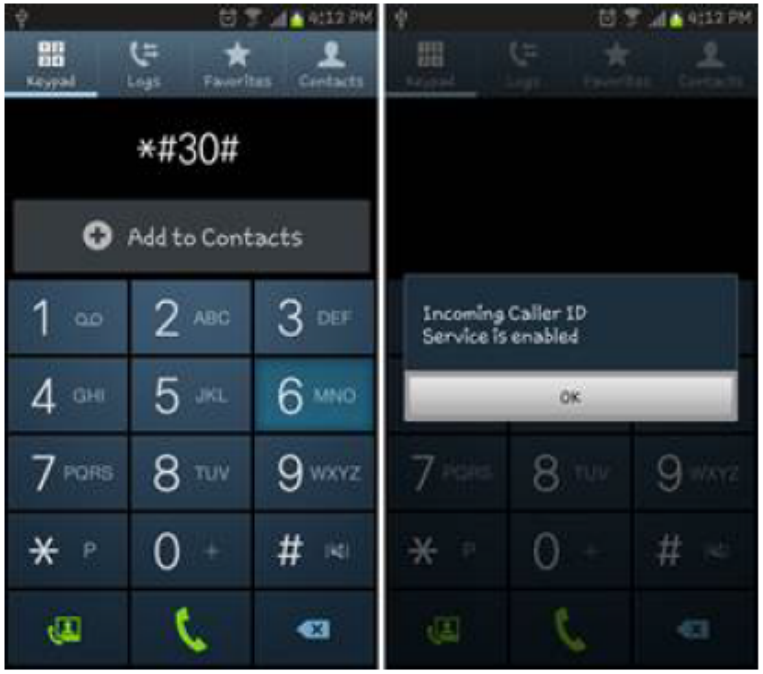
Enter *#21# and then tap the Call button. The menu that pops up shows you what your Call Forwarding settings currently are.



GSM Commands, Con't

CODE 4: *#30# (CHECKS INCOMING CALLER ID SETTINGS)

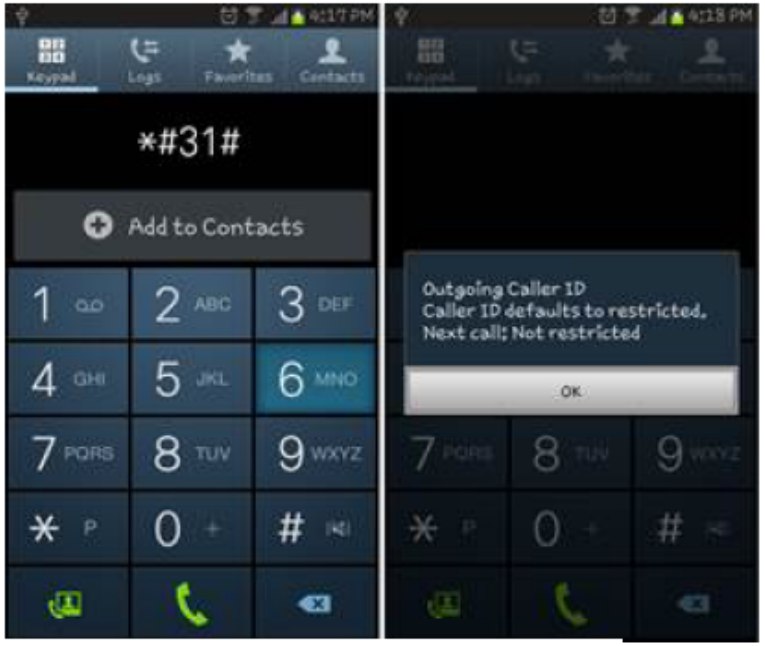
When you enter this code and tap Dial, a menu shows up, telling you whether your phone is currently displaying the caller ID of incoming calls correctly. It's also a test to see whether the incoming caller ID function works.



GSM Commands, Con't

CODE 5: *#31# (CHECKS OUTGOING CALLER ID SETTINGS)

By entering *#31# and then tapping the Dial button, your phone will show you what your current outgoing caller ID settings are. For example, it shows you whether you are hiding your phone number the next time you call someone. It is also a test to see whether the outgoing caller ID function works.

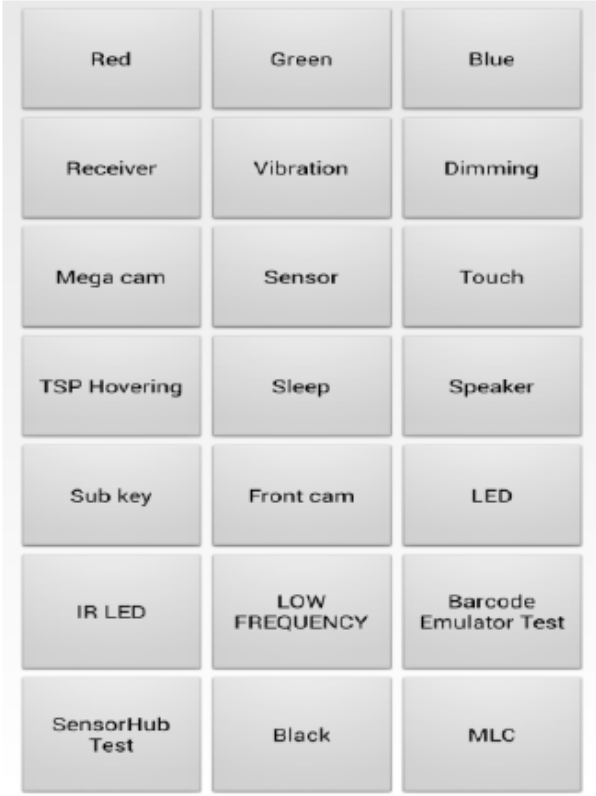


GSM Commands, Con't

DONE

CODE 6: *#0*#
(PUTS SAMSUNG AVANT, LIGHT, S4, AND S5 HANDSETS INTO TEST MODE)

By entering *#0*#, the phone will enter into test mode. This mode will test touch screen, vibration, and sensors used for apps such as S Health.



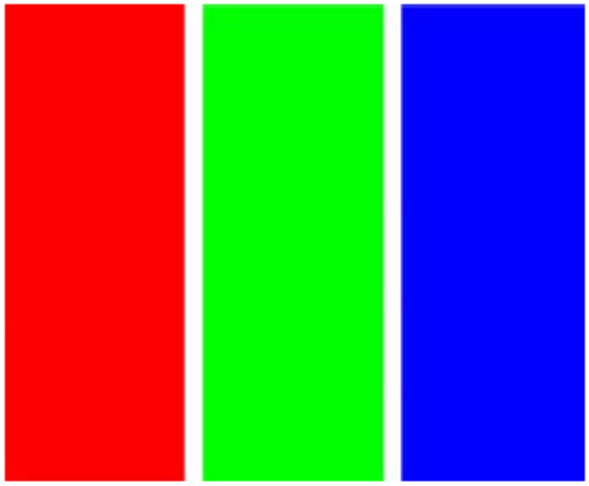
S5 Hidden Service Menu

Our December 11, 2014 metroPCS sales tip included how to access test mode on the Samsung Galaxy S5 by typing *#0*#. Let's take a closer look at what this hidden service menu can really do to help you troubleshoot MPCS Galaxy S5 handsets.

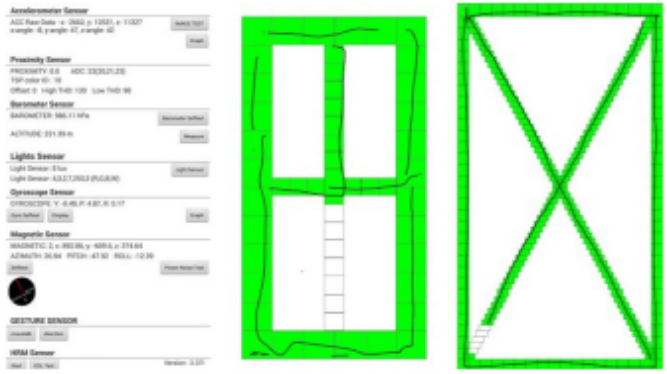
Launch the **Phone app** on your Galaxy handset and open the **dial pad**.

Then Type * #0* # (no spaces)

RGB Test- Tapping the red, green, and blue buttons along the top are an easy way to check for dead pixels on your display. Once you've inspected, just tap the screen to go back to the main Service Menu.



Touch - This test lets you test the accuracy of the touch screen on your Galaxy S5. Trace the outside square and the inside X with your finger to make sure the touch screen registers the individual squares you're going over. Tapping the screen shows you where the touch screen registers your taps as well.



S5 Hidden Service Menu, Con't

DONE

Additional troubleshooting tests you can run on metroPCS Samsung S5 handsets:

TSP Hovering - Similar to the Touch test, this lets you test how sensitive your Galaxy S5 is to hovering your finger over the display. This is used for Air view and if you think it's not functioning properly, then give this test a try.

LED - Performing the LED test will cycle through red, green, and blue notification LEDs so you know they're all functioning. Just tap the screen to move to the next color until the test completes.

Sensor - This menu is for more advanced troubleshooters and tests all the sensors in your device from the accelerometer to the gyroscope and everything in between. It's not one that everyday S5 owners will probably understand but it could be very helpful for technicians or those that are tech savvy enough to understand what everything under the Sensors tests means.

Sources used in this publication include:
http://www.androidcentral.com/how-access-and-use-hidden-service-menu-galaxy-s5